

FDOT District 1 Southwest Interagency Facility for Transportation (SWIFT) SunGuide Center

Standard Operating Guidelines

Prepared by: Telvent Farradyne



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1 Standard Operating Guidelines - Document Overview

The Standard Operating Guidelines (SOG) document is a detailed manual that provides specific administrative and operational policies and guidelines for the operators and supervisors working at the Florida Department of Transportation (FDOT) District 1 Southwest Interagency Facility for Transportation (SWIFT) SunGuide Center. It is designed to provide the staff with the reference materials and the knowledge necessary to operate the SWIFT SunGuide Center in support of FDOT's overall mission.

This SOG was developed utilizing the Systems Engineering Management Plan (SEMP) traceability matrix. Portions of this document were developed jointly with FDOT, Motor Carrier & Compliance Office (MCCO), and the Florida Highway Patrol (FHP) to provide a review process to resolve operational issues, facility issues, and agency responsibilities.

All procedures contained in this document have been reviewed and approved by FDOT and FHP. Any changes, additions or deletions of procedures noted in the document will have received FDOT approval before inclusion or removal. FHP may also modify this document by submitting a written request to FDOT and has the approval of both agencies. The SOG will be reviewed and revised by the FDOT RTMC Manager and RTMC Operations Manager every six months after the commencement of operations at the SWIFT SunGuide Center.

It is expected that FHP and FDOT will conduct themselves in accordance with this document at all times.

1.1 Usage Guidelines for Supplementary Manuals

In addition to the SWIFT SunGuide Center SOG, there are several other documents that are necessary for the successful operation of the traffic management center. These documents are all located at the individual operator workstations in the control room, on the SWIFT SunGuide Center operations server, in the office of the RTMC Operations Supervisor, and in the office of the RTMC Operations Manager, and in the office of the FDOT RTMC Manager. All the documents are listed and described in the list below.

- o Standard Operating Guidelines – Provides specific administrative and operational policies and guidelines for the operators and supervisors working at the FDOT District 1 SWIFT SunGuide Center
- o Strategic Operations Plan – Addresses the plans, procedures, and guidelines for activities conducted by the SWIFT SunGuide Center. This document will include the vision, mission, values, strategic objectives, and key performance measures of the SWIFT SunGuide Center.
- o Dynamic Message Sign SOP – Contains the policies and procedures governing the activation of the SWIFT SunGuide Center Dynamic Message Signs (DMS). The DMS message matrix will also be included in this document.
- o SWIFT SunGuide Center Training Manual – Provides the purpose, plan, and chronology for the 2-4 week training program offered to all new SWIFT SunGuide Center operators and employees.

- o TIM Team Manuals – These two manuals contain the contact information and interagency procedures for incident responding agencies in Collier-Lee and Charlotte-Sarasota-Manatee Counties.
- o Local TMC Manuals – The operations manuals for each TMC whose coverage area borders FDOT District 1.
- o SunGuide Software Manuals – The manual(s) that describe the SunGuide software and give instructions on its use and functionality.
- o 511 Operations Manuals – The manuals for operating the local and statewide 511 systems.
- o Road Ranger Operations Manuals – The manual governing the operation of the FDOT District 1 Road Ranger program.
- o Radio Console Users Manual – Manual containing the design, functionality, and instructions on the use of the radio console equipment.
- o * FHP Communications Center Manuals – The manuals for operating the FHP communications center.
- o * Local 911 Center Manuals – The manuals for operating the local 911 call centers.
- o * Traffic Management Operations Manuals – The manuals containing the policies and procedures for operating traffic signal systems.
- o Telvent USA Employee Handbook – Provides the employee with important information about Telvent. It will acquaint employees with the policies, practices, programs, and services which guide your employment at Telvent Farradyne.

* - These manuals are for informational purposes only.

1.2 Manual Updates

This document is considered a “living document” and will be updated as policies and procedures change over time. Changes made to this document will be tracked in the “Updates to This Manual” table below. The previous two bi-annual section updates will be tracked individually and older updates will be condensed into a summary style entry to maintain a reasonable document page count. These older individual table entries may be accessed in previous versions of this document.

Updates to This Manual			
Section #	Date Section Updated	Section Name	Change Implemented
Entire Document	7/19/07 to 6/30/08	Standard Operating Guidelines (SOG) Manual Creation	Created this manual and received FDOT approval
Entire Document	8/25/04 to 12/29/06	Sample Entries Updates to this Manual	Removed the record of all changes made to this document in this section, Updates to This Manual" from 8/25/04 to 12/29/06. This was necessary for ease of reading and document space concerns.
6 to 16	1/26/07	ITMS Procedures	Separated this section (section 6) into multiple and more specific sections. This was a first attempt, so additional changes will be necessary in the near future.
10.11.2	1/26/07	Notification Procedures by Incident Impact Level	Changed the wording of this section to more accurately reflect current procedures.

2 SWIFT SunGuide Center Location

The FDOT District 1 SWIFT SunGuide Center is located within the Lee County Rest Area just east of I-75 on Daniels Parkway in Fort Myers, FL.

SWIFT SunGuide Center
FDOT District 1
10041 Daniels Parkway
Fort Myers, FL 33913

GPS Coordinates

Latitude: 26° 33' 12.39" N

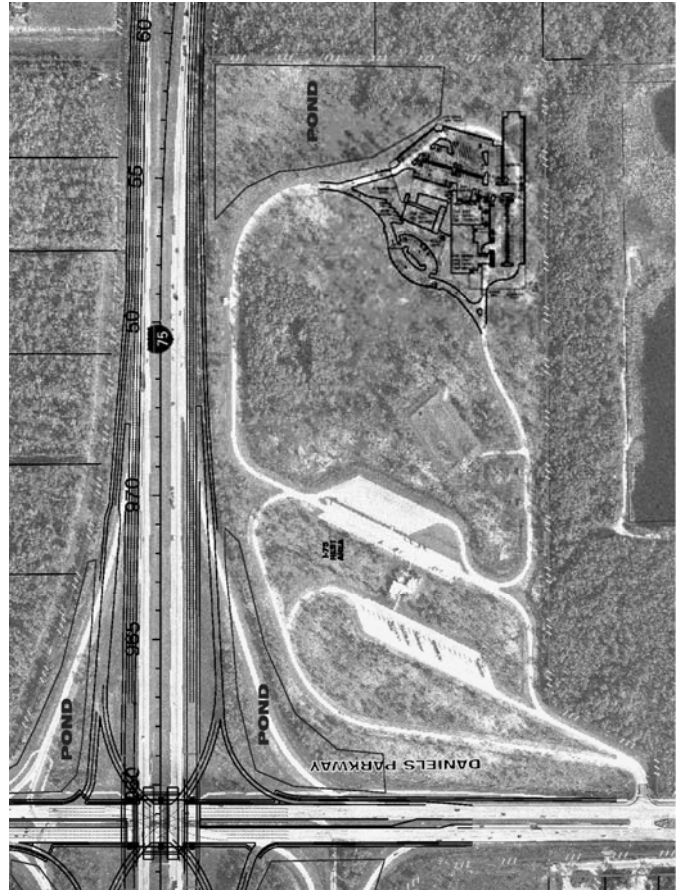
Longitude: 81° 47' 29.66" W

Directions traveling on I-75 north,

- o Exit I-75 at Daniels Parkway – Exit 131
- o Take a right onto Daniels Parkway (east)
- o Turn left into the Lee County Rest Area
- o Bear left at the first fork
- o Bear right at the second fork
- o Bear right at the third fork
- o Continue straight and enter the RTMC parking lot

Directions traveling on I-75 south,

- o Exit I-75 at Daniels Parkway – Exit 131
- o Take a left onto Daniels Parkway (east)
- o Turn left into the Lee County Rest Area
- o Bear left at the first fork
- o Bear right at the second fork
- o Bear right at the third fork
- o Continue straight and enter the RTMC parking lot



3 Agencies Collocated in the SWIFT SunGuide Center

FDOT District 1, RTMC Contract operation employees, FHP District Troop F, FHP Regional Communications Center (Dispatch), and MCCO personnel are collocated at the SWIFT SunGuide Center. These agencies will work together to successfully cohabitate and achieve the goals stated in this document.

3.1 FDOT District 1

The FDOT mission is to “provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of our environment and community”. The FDOT District 1 SWIFT SunGuide Center is part of this department, whose goal is to provide “support and expertise in the application of traffic engineering principals and practices to improve safety and mobility”.

The FDOT District 1 RTMC Operations Points of Contact are, in order:

FDOT RTMC and Contract Manager: Carlos Bonilla

Office: 239-461-4338

Mobile: 863-797-6613

E-mail: carlosf.bonilla@dot.state.fl.us

ITS Project Manager: Katherine Duvall

Office: 863-519-2726

Fax: 863-534-0915

E-mail: katherine.duvall@dot.state.fl.us

ITS Program Manager: Chris Birosak

Office: 863-519-2507

Fax: 863-534-0915

E-mail: chris.birosak@dot.state.fl.us

ITS Senior Project Manager: Mark Roberts

Office: 863-519-2591

Fax: 863-534-0915

E-mail: mark.roberts@dot.state.fl.us

3.2 RTMC Operations Team Members

The RTMC operations team is composed of Telvent Farradyne, Southwest Research Institute (SwRI) and M. Victoria Pennington Marketing and Public Affairs (MVP Marketing). All three agencies are uniquely qualified to operate the RTMC because of their technical, operational, and public relations experience which is required for an operation of this magnitude.

3.2.1 Telvent Farradyne

Telvent has the lead position on the team. In this capacity, Telvent is responsible for the operation of the RTMC and all the associated responsibilities that go with this obligation. These include; recruiting operators, development and provision of operator training, development of the Strategic Operations Plan and the Standard Operating Guidelines, and overall management of the contract.

The RTMC Operations Points of Contact are, in order:

RTMC Contract Manager: Aaron Parets

Office: 954-714-9227
Mobile: 954-292-0681
E-mail: aaron.parets@telvent.abengoa.com

RTMC Operations Manager: John Scarpellino Jr.

Office: TBD
Mobile: 954-214-9629
Nextel ID: 158*24*35231
E-mail: john.scarpellino@telvent.abengoa.com

RTMC Operations Advisor: Kevin Toth

Office: 561-682-3353
Mobile: 561-662-8799
E-mail: kevin.toth@telvent.abengoa.com

RTMC Operations Supervisor: TBD

Office: TBD
Mobile: TBD
E-mail: TBD



3.2.2 Southwest Research Institute

SwRI has been serving as the SunGuide™ software developer for four years, and is under contract to provide ongoing maintenance and support of SunGuide™ deployments. SwRI also has extensive experience in TMC support and maintenance for the Texas Department of Transportation's TransGuideSM facility and the Orlando Orange County Expressway Authority (OOCEA) Data Server. SwRI is currently under contract to provide 24/7 support for SunGuide™, TransGuideSM, and OOCEA.

SwRI provides the IT services required by FDOT on this project. Specifically, SwRI:

- o Facilitates, coordinates, and troubleshoots activities for software database and network management and maintenance
- o Maintains all RTMC system hardware, software, and network components
- o Coordinate ITS field equipment preventive and responsive maintenance, to support 24/7/365 operations
- o Supports the development of the SOP and the SOG. This is important because the plans and guidelines contained in these two documents are interrelated with the operation of the SunGuide™ software.
- o Contributes to the development and delivery of the operator training



3.2.3 MVP Marketing & Public Affairs

M. Victoria Pennington Marketing and Public Affairs (MVP) is a marketing and public relations firm experienced in marketing, product development, advertising, sales promotion, market research and organizational development. The firm has enjoyed significant success recently with its work on the Jacksonville 511 web site. The firm has successfully represented several public sector clients in a variety of community forums and public hearings. MVP has the resources to develop an extensive promotional campaign encompassing advertising, media relations, collateral, a contest, and special events.

MVP Marketing has the lead responsibility for the design, development, and launch of the District 1 RTMC website.

3.2.4 Global 5 Communications



Global 5 Communications is a transportation communications firm based out of Longwood, Florida. The firm is experienced in public relations, public information services, marketing, and multimedia tools.

The firm has enjoyed significant success recently with its launch of the FDOT "My Florida" 511 service and has recently won awards for marketing & outreach and public relations.

Global 5 Communications has the lead responsibility for the public relations interface with the FDOT Public Information Office and will develop and implement a marketing plan to build public awareness of the benefits that will be provided by the SWIFT SunGuide Center.

Specifically, the Global 5 Communications marketing plan will achieve the following goals:

- Define the efforts required to support the FDOT management of the marketing and public information/relations services including, but not limited to, materials inventory, contact database, and archiving.
- Define the efforts needed to assist the FDOT PIO in administering public information concerning the SWIFT SunGuide Center and the I-75 FMS.
- Define the efforts needed to provide public relations to build public awareness of the benefits of the SWIFT SunGuide Center and the I-75 FMS services including, but not limited to, scheduling and conducting SWIFT SunGuide Center tours and presentations for FDOT management, transportation and government officials, schools, civic organizations and others as necessary.
- Develop a list of possible events and materials along with the associated costs for FDOT to use in deciding the final marketing plan for implementation.
- Define the efforts necessary to build a Public Outreach Campaign leading up to the Grand Opening of the SWIFT SunGuide Center.

3.3 FHP – Troop F

The function and duties of the Florida Highway Patrol include:

- o Patrolling state highways and regulating, controlling, and directing the movement of traffic.
- o Maintaining public order, apprehending fugitives, and effecting arrests for violations of the law that takes place in the presence of law enforcement officers.
- o Investigating and enforcing laws pertaining to the offense of auto theft.
- o Enforcing laws regulating dimensional regulations, taxing, operation, and other restrictions relating to licensing of vehicles or their operators.
- o Investigating traffic crashes.
- o Confiscating contraband and stolen property.
- o Assisting other constituted law enforcement agencies in the quelling of mobs and riots, the guarding of prisoners, and the policing of disaster areas.
- o Members of the Patrol occupying command or special duty positions will devote a minimum of 10% of their duty hours to patrol related duties.

The FHP Troop F Fort Myers District Headquarters is co-located in the SWIFT SunGuide Center.

The FHP Troop F Headquarters is located at the Bradenton District Station in Manatee County. Troop F is commanded by a Major who is charged with the operations of the ten counties which comprise the troop. The coverage area for Troop F is exactly the same as the coverage area for FDOT District 1, except that Troop F does not cover Polk and Okeechobee Counties. Troop F is responsible for Manatee, Hardee, Highlands, Sarasota, Desoto, Charlotte, Glades, Lee, Hendry, and Collier Counties. These 10 counties are broken down into four districts which are the Bradenton District, the Arcadia District, the Venice District, and the Fort Myers District.

The Bradenton District is located at Troop F Headquarters and includes:

- o Manatee County.

The Arcadia District is located in Arcadia and includes:

- o DeSoto County
- o Hardee County
- o Highlands County
- o Glades County
- o Hendry County

The Venice District is located in Venice and includes:

- o Sarasota County
- o Charlotte County

The Fort Myers District is collocated in the SWIFT SunGuide Center with MCCO and the FDOT District 1 personnel. The Fort Myers District coverage area includes:

- o Lee County
- o Collier County



The FHP Points of Contact in the RTMC are, in order:

Captain James (Jim) Wells

Office: 239-278-7100, x300

E-mail: jim.wells@flhsmv.gov

Lieutenant Billy Rippy

Office: 239-278-7391

Main: 239-278-7100, x302

Fax: 239-278-7349

E-mail: billy.rippy@flhsmv.gov

3.4 FHP Regional Communications Center & Dispatch – Troop F

The Communication Centers of the Florida Highway Patrol are staffed by approximately 260 men and women performing many of the functions necessary to allow the Florida Highway Patrol and its fellow law enforcement agencies to meet their mandated functions. Their duties include telephone contact with the public and other law enforcement agencies for both emergency and non-emergency situations, dispatching emergency and non-emergency calls for service, performing computer inquiries for wanted persons, vehicles, registration, driver license, etc., and many other important tasks.

The FHP Regional Communications and Dispatch Points of Contact in the RTMC are, in order:

Captain Terry Davis

FMRCC Commander

Office: 239-938-1815

Main: 239-938-1800

Fax: 239-938-1863

E-mail: davis.terry@fhp.hsmv.state.fl.us

Troop F – Fort Myers Contact Numbers

Dispatch: 239-938-1800

Information: 239-938-1300

Duty Officer Sup.: 239-938-1800

Shift Commander: 239-938-1816

Office – District: 239-278-7100

Office – Sub-District: 239-354-2379

Regional: *FHP (*347)

Emergency: 911

Emergency: 866-933-2718

Fax: 239-278-7349

Clerks: 239-278-7027

Clerks (Naples): 239-354-2379

Records: 239-278-7107

PIO – Lt. Dodson: 941-751-7647, x117

Troop Commander: Major Rebecca Tharpe

941-751-7647, x106

District Commander: Capt. Eddie Johnson

239-278-7390

3.5 Motor Carrier & Compliance Office



The Motor Carrier & Compliance Office (MCCO) is a designated traffic law enforcement agency who has the same authority as other peace officers of the state including making arrests for violations of law, carrying firearms, service court process, and confiscating contraband. The agency operates a statewide system of weigh station facilities. Officers and inspectors appointed by the division have the authority to issue citations for violations and collect civil penalties while enforcing state law and federal regulations. In order to assist the department in fulfilling its mission, MCCO has the following goals and objectives.

- o Protect the state's highway and bridge infrastructure from overweight, oversized, and unsafe vehicles. Protect the lives and property through a comprehensive safety program, which includes Commercial Motor Vehicle (CMV) safety inspections, compliance reviews, traffic enforcement, post crash investigations, as well as outreach programs.
- o Enforce all state and general laws governing the operations of CMVs on Florida's roadways including registration, fuel tax, and driver's licenses.
- o Enforce laws involving the transportation of contraband using Florida's transportation system including illegal drugs and stolen property.
- o Perform general law enforcement duties required during mutual aid events and to assist other state and local agencies when requested.
- o Support and participate in Florida's efforts to provide domestic security generally, and to protect the state's transportation infrastructure from terrorism or other illegal acts.
- o Aide motorists who require law enforcement assistance and generally enforce laws that provide a safe driving environment for Florida's citizens and visitors.

An example of the agency's involvement in public highway safety is its "NO ZONE" program. This is a public education campaign to make motorists aware of the dangers of driving in a trucker's blind spot, and is part of the national "Don't Hang Out in the NO-ZONE" campaign.

MCCO is co-located in the FDOT District 1 SWIFT SunGuide Center to more effectively carry out its mission in partnership with traffic management colleagues within FDOT, as well as the FHP Regional Communications Center.

The MCCO Points of Contact in the SWIFT SunGuide Center are, in order:

Captain Troy L. Thompson

Office: 239-938-1120

Mobile: 239-938-1134

E-mail: troy.thompson@dot.state.fl.us

Lieutenant R. G. "Chick" Richards

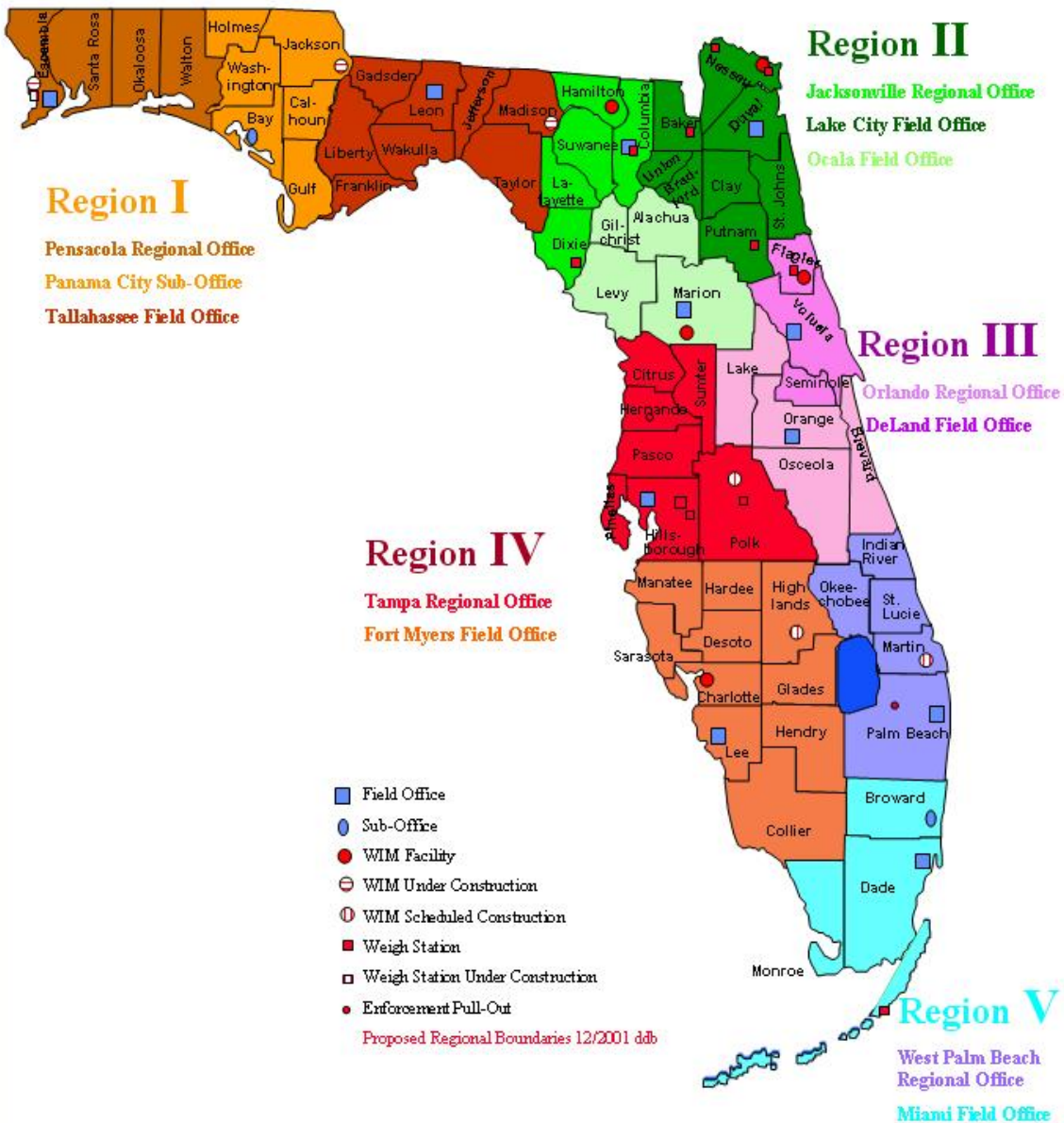
Office: 239-938-1120

Fax: 239-938-1134

E-mail: robert.richards@dot.state.fl.us

Florida Department of Transportation

Motor Carrier Compliance



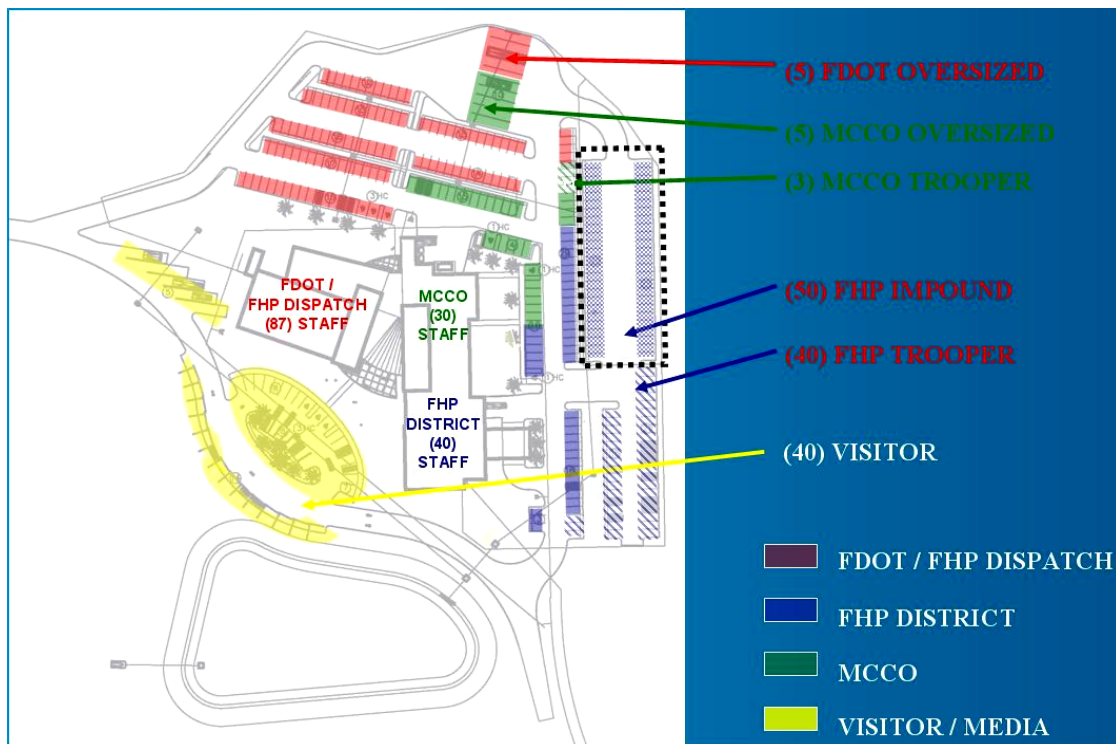
4 RTMC Building Layout

The figures on the following pages depict the site plan and the floor plans for the District 1 SWIFT SunGuide Center.

4.1 RTMC – View from the South



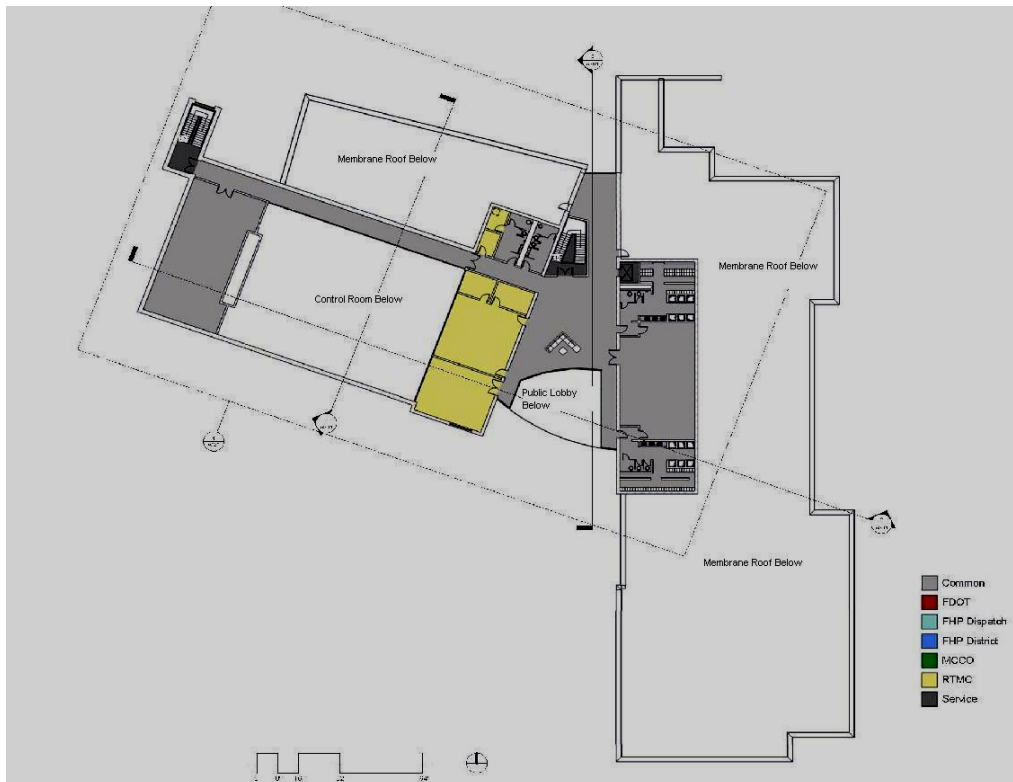
4.2 RTMC – Site Plan



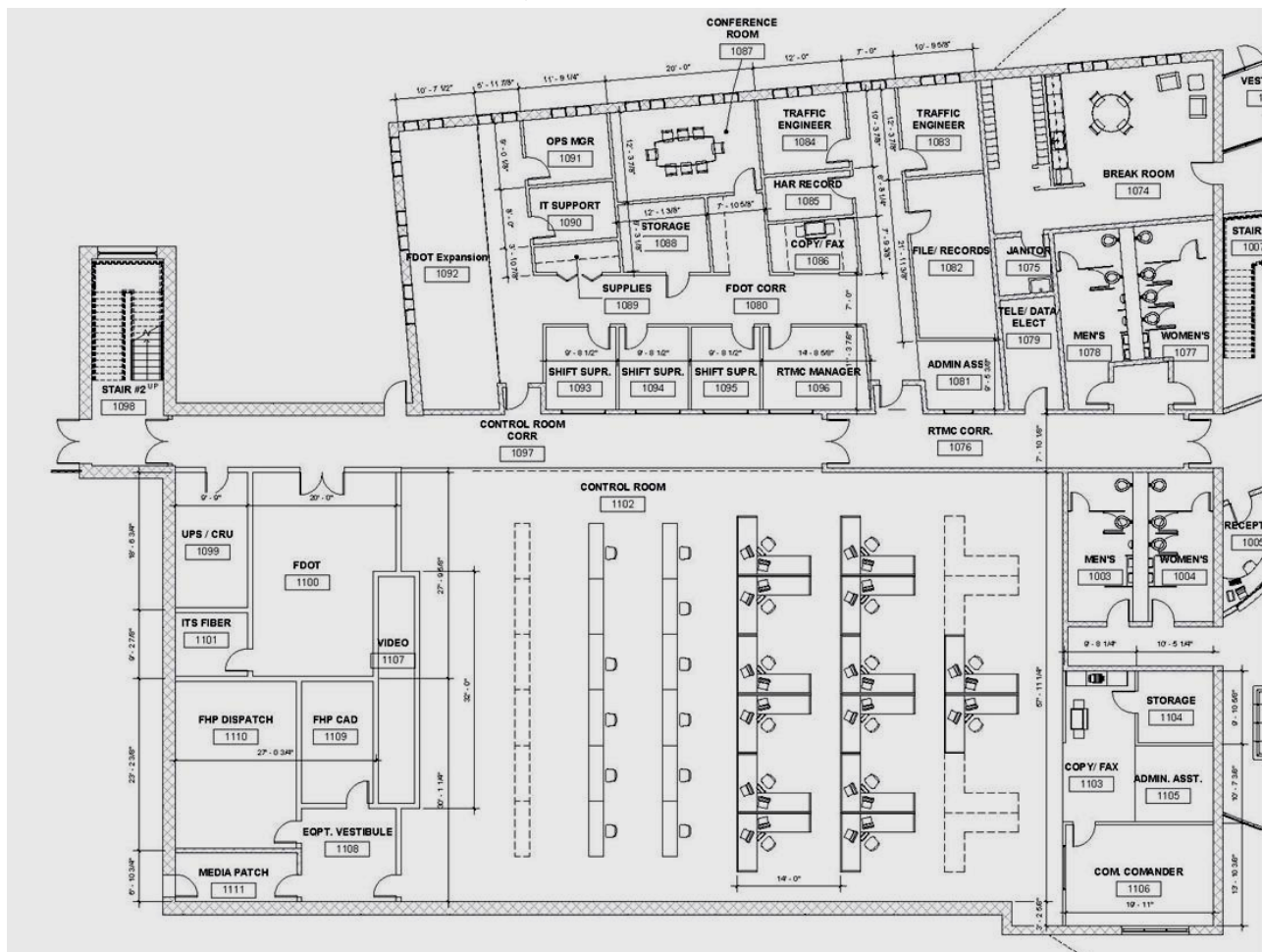
4.3 RTMC – Floor Plan Lower Level



4.4 RTMC – Floor Plan Upper Level



4.5 RTMC – Control Room Layout



4.6 Plumbing Layout

Plan views of the RTMC with layers to include office layout, electrical, HVAC, and plumbing are located in the File/Records (Room 1082).

4.7 Fire Suppression

The RTMC building is equipped with a fire suppression system. The fire suppression system is electrically nonconductive, safe to use by humans, and non-damaging to sensitive electronic equipment. Fire protection requirements were analyzed utilizing NFPA requirements and it was determined that it is more effective to protect the solid state equipment from fire damage with inert gas versus sprinkling systems.

A complete grounding system is provided in the RTMC building to assure a positive ground for data and communication systems. Lightning and surge protection is also provided to maximize the protection of the solid state equipment and personnel safety.

If you smell smoke, contact the FDOT RTMC Manager and the RTMC Operations Manager or their designee. If you see smoke, pull the fire alarm and contact the FDOT RTMC Manager and the RTMC Operations Manager or their designee. If you see fire, pull the fire alarm and contact the FDOT RTMC Manager and the RTMC Operations Manager or their designee. It is especially important for these individuals to be contacted because they will be the emergency

contacts for all fire emergencies, they will need to supply 911 with relevant information when contacted, and they will need to verify that all RTMC personnel have evacuated and are safe.

Once the fire alarm is pulled, a call to the monitoring company is automatically placed. The monitoring company will call 911 and the RTMC emergency contact to verify the situation.

If it can be accomplished safely and time allows, the RTMC Operations Manager and the FDOT RTMC Manager will check all the FDOT and shared rooms throughout the building to ensure that all RTMC personnel have evacuated after the fire alarm is pulled.

A detailed evacuation plan and searching assignments for all areas in the SWIFT SunGuide Center will be developed to better facilitate the safe evacuation of RTMC personnel.

4.8 Power Source/Location

The RTMC Operations Manager and the SWIFT SunGuide Center Facilities Manager must be contacted whenever there is a problem with the electrical control panel or cutoff switch. The RTMC Operations Manager will be responsible for notifying the FDOT RTMC Manager. All issues and telephone calls must be logged into the "Incoming/Outgoing Contact MS Access database" and the "Field Equipment and Internal Systems MS Access database".

4.9 Generator

The RTMC building is equipped with Uninterruptible Power Supplies (UPS) and a building generator. The UPS systems provide temporary power for one hour when the regular power supply from the utility company is not available. The generator has a 10,000 gallon main tank and a secondary saddle tank, uses on-site diesel fuel, and has the capacity to provide continuous power to the RTMC building for 96 hours. The generator will provide power for the mission-critical facilities which includes the control room, equipment rooms, their support utilities (i.e. air conditioning), and the critical circuits throughout the building during emergency operations.

The electrical generator and fuel storage for the building is located in the north-east area of the facility near the garbage dumpsters and the east parking lot.

If the generator fails to activate, the RTMC Operations Manager or the RTMC Operations Supervisor must be notified so steps can be taken to fix the problem. The SWIFT SunGuide Center Facilities Manager is ultimately responsible for the maintenance and refueling of the generator.

The generator has a service log that lists all previously performed maintenance activities. This service log provides useful information and is required to be present when inspected by the state.

Whenever an event with adequate pre-warning threatens the power source to the building (hurricanes, etc.), FDOT will request the in-house presence of generator service personnel throughout the event. This technician will ensure that power is maintained in the building so the systems and operations may continue without interruption.

4.10 Electrical Power Outlets

The general purpose duplex receptacles are supplied by ordinary power and can be used by operators for normal power needs.

The red-colored duplex receptacles are on the critical circuit (powered by the UPS when regular power is unavailable). These power outlets are not for general use and should not be used by operators or housekeeping staff unless directed by a supervisor.

Only mission critical equipment necessary to support operations will ever be plugged into the critical circuit. Items such as radios and fans should always be plugged into the general purpose duplex receptacles. Other tenants in the building should use these receptacles for mission critical equipment; such as computers.

4.11 HV/AC

The SWIFT SunGuide Center building is equipped with heating and cooling systems. Separate air conditioning systems are provided for the control room, computer equipment rooms, and offices.

Heating, ventilation, and air conditioning were conceptually designed to account for the heat loads calculated for all personnel and equipment in all building zones and should provide effective climate control throughout the facility. Redundant systems are installed for critical equipment conditioning.

In order to select the most energy efficient mechanical and electrical design for energy conservation purposes, a life cycle cost analysis was performed to model the alternative HV/AC and electrical building systems.

There are three thermostats for controlling the environment of the RTMC. Thermostat 1, located in the lobby, controls the lobby, break room, rest rooms, conference room, and offices. Thermostat 2, located on the south wall of the control room, controls the control room. Thermostat 3, located on the south wall of the control room, controls the communications room.

Thermostats are set by the RTMC Operations Manager and are not to be changed without their approval. An acceptable temperature range for all three thermostats is 73-77 degrees. These temperatures allow everyone to be comfortable and will keep the equipment operating at a safe temperature.

At no time should the settings be below 70 degrees, because low settings cause the AC units to freeze and become inoperable. In turn, please take notice of high temperatures and contact the RTMC Operations Manager or RTMC Operations Supervisor.

The RTMC Operations Manager and the SWIFT SunGuide Center Facilities Manager must be contacted whenever there is a problem with the HV/AC controls or units. This includes temperatures above or below the normal threshold, damage to the HV/AC units, inoperable HV/AC units, leaks, damage to the building, etc. All issues and telephone calls must be logged into the "Incoming/Outgoing Contact MS Access database" and the "Field Equipment and Internal Systems MS Access database".

4.12 Data Communications Network

The data communications at the SWIFT SunGuide Center consists of:

- o The ITS network
- o ITS devices
- o Equipment for the internet connection
- o Equipment for the telephone connection

The functionality of the ITS network and ITS field device communications system is maintained by the RTMC IT Manager. Embarq is responsible for the internet and telephone connections to

and from the SWIFT SunGuide Center. There are also links developed for CCTV camera image sharing between the SWIFT SunGuide Center and other local government agencies.

The operations staff will monitor the flow of data from the field to the RTMC by normal daily checks of the CCTV images and vehicle detector data being displayed on the operations map, and by monitoring the device failure module. When data channels fail, the RTMC IT Manager will be contacted. When an ITS device fails, the RTMC IT Technician will be notified and the information will be entered into the "Field Equipment and Internal Systems" Microsoft Access database. This information will then be relayed through the proper procedures to the ITS Maintenance Contractor for routine maintenance or emergency remedial actions.

All ITS devices are depicted on the SunGuide software map. The connectivity status and operability of all devices will be displayed in the system and will be monitored continuously by the RTMC operations staff. Malfunctions will be entered into the "Field Equipment and Internal Systems" Microsoft Access database by the SWIFT SunGuide staff. Network, ITS device, and Embark equipment history may be accessed through this system and will be reported daily in the "Field Equipment and Internal System Status Report".

A hard copy of the network map, communications systems diagrams, and connectivity charts can be found on file with the RTMC Operations Manager and is also stored in the RTMC control room with the other reference materials.

4.13 Voice Communications System

The voice communications system consists of several devices and methods of utilization. The system consists of the telephones located in the building (digital network), fax machines using analog lines, cellular telephones, and Road Ranger radios. All communication devices, except the cellular telephones, are maintained by FDOT, but the RTMC Operations Manager should remain the point of contact. The telephones and the telephone switch have a maintenance contract with Siemens. The FHP RCC telephones are under a 24-hour maintenance contract with Siemens because of the critical nature of their operation.

4.14 Network Communications

The facility network and cabling was prepared using Building Industry Consulting Service International, Inc. (BICSI) recommended practices for cabling and wall/floor connectors, raceways, patch panels, telephone termination panel, labeling and numbering, and other network equipment.

Block diagrams of local area networks and wide area networks can be found on file with the RTMC Operations Manager and is also stored in the RTMC control room with the other reference materials.

The RTMC IT Manager and RTMC IT Technician maintain the computer network communications (including e-mail and Internet service). For Telvent Farradyne computer related issues, call the Help Desk number listed in the "Emergency Contact Information" section of this document. Specific individual computer manuals or general questions should also be directed to the help desk.

4.15 Elevator

The elevator is located in the Secure Lobby. The elevator has a service log that lists all previously performed maintenance activities. This service log provides useful information and is

required to be present when inspected by the state. Please contact the RTMC Operations Manager or the FDOT RTMC Manager for access to the elevator service log.

The elevator has an emergency telephone. When lifted, this telephone will automatically dial the (xxx) xxx-xxxx telephone number in the SWIFT SunGuide Center Control Room. This phone should only be used in an emergency situation and should not be picked up if ringing.

The operations staff should take the following step when receiving a call from the emergency telephone in the elevator.

- o Ask the caller, "Are you calling from the elevator?"
 - If the answer is no, find out from where the caller is actually calling and direct/handle the call by using the established procedures.
 - If the answer is yes, continue to the next step.
- o Ask the caller, "What is your emergency?"
 - If the caller is trapped in the elevator or the elevator is otherwise not functional, tell the caller that you will send assistance to them immediately. The call taker must then contact the SWIFT SunGuide Center Facilities Manager to notify them of the problem. The FDOT RTMC Manager and the RTMC Operations Manager must also be contacted.
 - If the caller or someone on the elevator has a medical emergency, the call taker must inquire about the nature of the medical emergency and tell the caller that help will be sent to them. The call taker must then immediately notify FHP dispatch to coordinate appropriate response.
 - If there is no emergency, tell the caller to hang up the telephone immediately and notify the RTMC Shift Supervisor on duty. The RTMC Shift Supervisor is responsible for notifying the RTMC Operations Manager of the occurrence.

4.16 Building Accessibility

The RTMC building provides adequate handicap accessibility and is fully ADA compliant. This requirement is applicable to, but is not limited to, the following areas: building access, parking, offices, and other working areas.

4.17 Special Features

The RTMC will host public tours for educational purposes. A public tour path inside the building is designed in such a way that visitors can observe, but not interfere with, the RTMC operations. As a result, the tour path does not compromise the building security requirements. The actual tour path will be defined in the near future and included in this document.

4.18 Building Maintenance

FDOT is responsible for the maintenance of the building. FDOT has contracted with a SWIFT SunGuide Center Facilities Manager to handle the following building services:

- o Office Equipment Maintenance
- o Air Conditioning & Heating System Maintenance/Filters
- o Elevators & Machine Room Equipment Maintenance
- o Janitorial Services
- o Facility Maintenance (warranty and major repairs)
- o Pest Control Services
- o Lawn Maintenance & Horticultural Services
- o Other Building System Maintenance

- o Fire Alarm System Maintenance & Monitoring
- o Fire Extinguisher Services & Suppression System Maintenance
- o Security System Maintenance
- o UPS Maintenance
- o Building Security Services
- o Power Distribution System & Lighting Maintenance
- o Generator Maintenance & Refueling
- o Roof Inspection
- o Pond & Black Water Dump Station Maintenance
- o Vending Services

The RTMC tenants will call the FDOT RTMC Manager, RTMC Operations Manager or the RTMC Operations Supervisor whenever there is a problem with the building or any of the above systems which need attention. Management will then contact the SWIFT SunGuide Center Facilities Manager to report the problem. A brief description of the problem should also be included on the "Shift Change Report" until the problem is fixed. Information about the "Shift Change Report" may be found in the "Shift Change / Overlap Procedure" section of this document.

Contact: TBD
 Telephone: TBD
 Fax: TBD

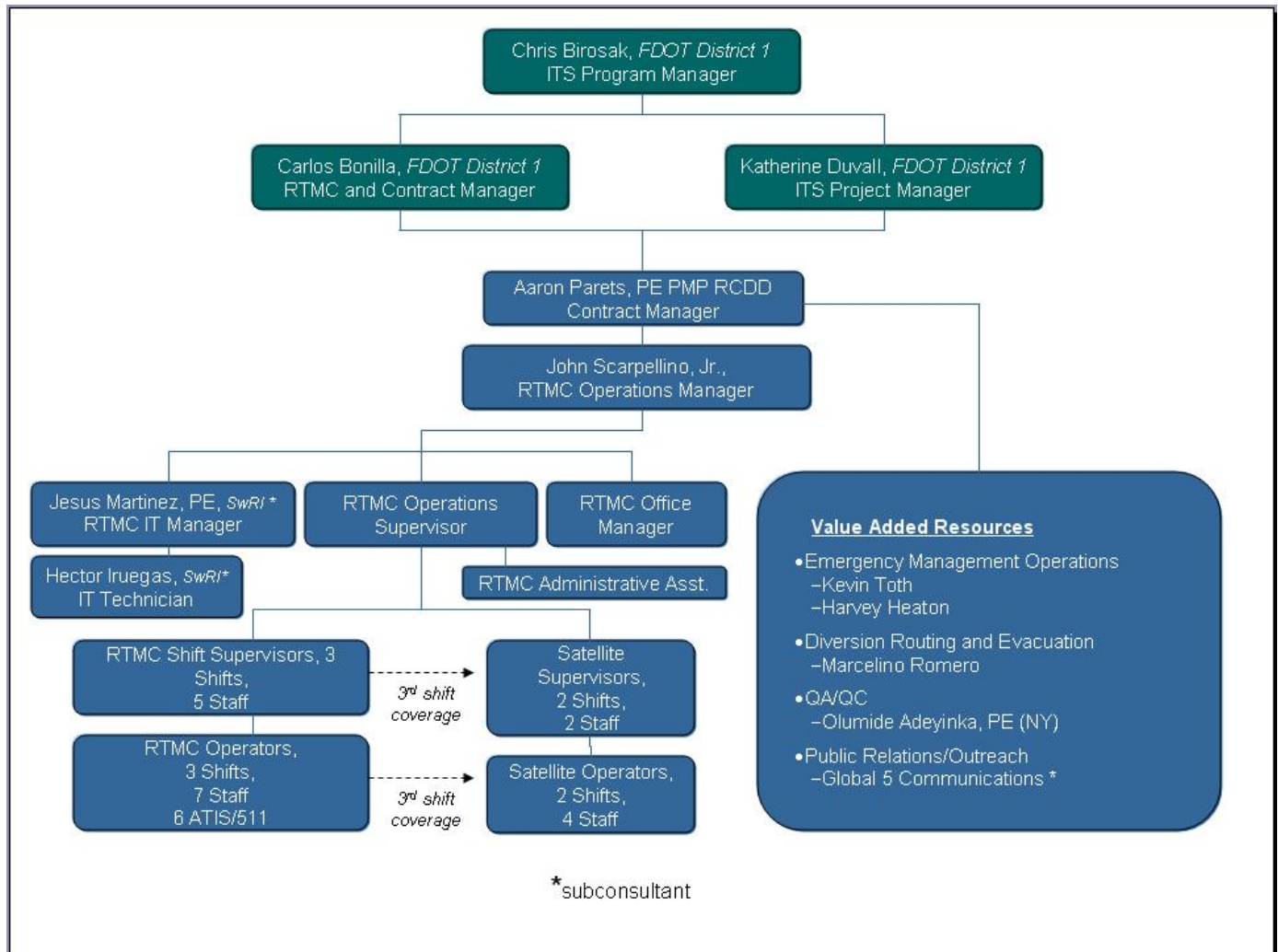
If there is a maintenance issue not addressed by the above list, the FDOT RTMC and Contract Manager, RTMC Operations Manager, or the RTMC Operations Supervisor will contact the FDOT Facilities Management office at the District Headquarters in Bartow. There are employees on staff who can handle electrical issues and minor repairs not under warranty.

Contact: Dennis Hall
 Telephone: 863-519-2461
 Fax: 863-519-2992

5 Organizational Structure

These guidelines outline the responsibilities of the operations staff working for the FDOT District 1 SWIFT SunGuide Center. This section provides an overview of the RTMC operations career path, the operator certification process, and the job descriptions for each of the RTMC operator and management positions.

The following chart shows the organization of the RTMC team.



5.1 Employment Categories

Those applicants who meet the qualifications for employment may be offered employment according to the following definitions of employee status.

5.1.1 Permanent Full-Time Employee

An employee that moves from temporary to permanent status will begin accruing company service time from their permanent start date. No time from temporary status will be carried forward to permanent status.

- o Works a standard number of hours (40) each week
- o Maintains a continuous regular employment status
- o Must have completed a probationary period
- o Receives the company benefit plan
- o Accrues vacation time and is eligible for paid sick time

5.1.2 Permanent Part-Time Employee

A permanent part-time employee:

- o Works a minimum of 24 hours each week, but is normally scheduled for less than 40 hours each week
- o Maintains continuous regular employment status
- o Must have completed a probationary period
- o Receives the company benefit plan
- o Accrues vacation time and is eligible for paid sick time

5.1.3 Temporary Employee

A temporary employee is hired for:

- o A pre-established period (i.e. maternity leave replacement, during peak workloads, etc.)
- o To provide expertise in a project or undertaking that is considered short term in nature
- o A specific purpose (to replace a sick employee or an employee on leave)

5.1.4 Co-Op, Internship, or Summer Employee

A co-op, internship or summer student is employed for a specific period and whose responsibilities are directly related to their field of study.

- o Can work 40 hours per week
- o Does not maintain continuous regular employment status
- o Is not required to complete a probationary period
- o Does not receive the company benefit plan
- o Is eligible for Statutory Holiday pay after meeting the provincial eligibility requirements
- o Is eligible to accrue vacation pay and is not eligible for paid sick time

5.1.5 Contract Employee

A contract employee is an employee who is hired for:

- o A pre-established period (i.e. summer, during peak workloads, etc.)
- o To provide expertise in a project or undertaking that is considered short term in nature
- o A specific purpose (to replace a sick employee or an employee on leave)

- o Can work 40 hours per week
- o Does not maintain continuous regular employment status
- o Is not required to complete a probationary period
- o Does not receive the company benefit plan

5.2 Probationary Period

The probationary period for new employees lasts 6 months from the date of hire, but may vary depending upon the nature or requirements of the project. During this time, the company will evaluate your qualifications, skills, and “fit” within the company. This also gives new employees the opportunity to decide if Telvent Farradyne is a place where they feel comfortable and would like to work.

During this time or at any time of employment, Telvent Farradyne or the employee may terminate the working relationship without cause and/or without advance notice, except as prescribed by law.

At the end of the probationary period, Telvent Farradyne, in its sole discretion, may extend the evaluation period for an additional allotment of time.

Upon satisfactory completion of the probationary period, the employee will achieve a regular or part time employee status and as such, will be eligible for most of the company benefits. Exceptions to this last statement would be benefits that have a specific waiting period.

All employees, regardless of classification, status, or length of service, are expected to meet and maintain company standards for job performance and behavior.

5.3 Career Path

There are seven tiers in the RTMC operations career path. These tiers are RTMC Operator Trainee, RTMC Operator I, RTMC Operator II, RTMC Operator III (Lead Operator), RTMC Shift Supervisor, RTMC Operations Supervisor, and RTMC Operations Manager. The RTMC employee must demonstrate full knowledge of the skills and abilities necessary for next tier in order to progress through the tiers. To be promoted through the RTMC Trainee, RTMC Operator I, RTMC Operator II, and RTMC Operator III (Lead Operator) tiers, the employee must also successfully complete each certification level.

5.4 Certification Process

Each certification level involves the successful completion of the three step certification process: training, evaluation, and testing.

5.4.1 Certification Process Requirements – RTMC Operator I

To become a certified RTMC Operator I, an individual must master the following skills and abilities and demonstrate this knowledge and experience by successfully passing the RTMC Operator I Certification Examination with a score of at least 75%.

Skills and abilities to be demonstrated include, but are not limited to:

- o General understanding of the RTMC services and organizational structure
- o Good understanding of the SOG, DMS SOG, SOP documents
- o Practical understanding of the RTMC computer systems and applications
- o Ability to gather, prioritize, and process regional traffic, construction, and special event information from a variety of sources, simultaneously
- o Familiarity with local freeways and arterial roadway

- o Ability to communicate effectively via radio and telephone
- o Good understanding of TIM, Hazmat clean-up, and heavy equipment used during TIM activities

5.4.2 Certification Process Requirements – RTMC Operator II

To become a certified RTMC Operator II, an individual must master the following skills and abilities in addition to the Operator I skill set. The RTMC Operator II must demonstrate this knowledge and experience by successfully passing the RTMC Operator II Certification Examination with a score of at least 75%.

Skills and abilities to be demonstrated include, but are not limited to:

- o Full comprehension of all RTMC computer systems and applications
- o Strong familiarity of DMS, CCTV, MVDS, RWIS, and safety barrier cable system device infrastructure
- o Ability to troubleshoot day to day issues which arise in the RTMC
- o Extensive knowledge of local freeways and arterial roadways

5.4.3 Certification Process Requirements – RTMC Operator III (Lead Operator)

To become a certified RTMC Operator III (Lead Operator), an individual must master the following skills and abilities in addition to the Operator II skill set. The RTMC Operator III must demonstrate this knowledge and experience by successfully passing the RTMC Operator III Certification Examination with a score of at least 75%.

Skills and abilities to be demonstrated include, but are not limited to:

- o Complete understanding of all RTMC processes and procedures
- o Extensive problem solving skills
- o Ability to lead and train RTMC Operators I and II

5.5 RTMC Job Descriptions – Operations Staff

This section provides abbreviated job descriptions for the RTMC operations staff. Contact the Telvent Human Resources representative for the complete official job descriptions.

5.5.1 RTMC Operator Trainee

General Function

The RTMC Operator Trainee participates in a training program for a minimum of two weeks. The employee will undergo the training process, learn and abide by the guidelines in the various RTMC manuals, observe incident management procedures and processes in the control room, become familiar with all local and partner agencies, become familiar with the local roadways, and learn the basics of the system software. All work is performed under direct supervision.

Examples of Duties

- o Submit the paperwork for the FHP background checks
- o Continually pass the drug testing program
- o Learn the many facets of the job during the allotted training time
- o Participate in the two-week training process
- o Review the RTMC operations training documents
- o Observe incident management procedures and processes within the control room
- o Understand and abide by the rules detailed in the RTMC SOG, SOP, and DMS SOP
- o Learn to monitor traffic status, special events, scheduled events, active events, and incident fault status by utilizing CCTV cameras, Road Ranger reports, FHP reports, internal systems, GUI display/detector data, etc.
- o Learn to manage events and congestion using the SunGuide software system and its devices. This includes electronic systems such as the website server and incident detection algorithms as well as field equipment such as vehicle detection stations, CCTV cameras, DMS, etc.
- o Learn to facilitate incident management which includes, but is not limited to: detection, verification, response, notification, DMS activation, and incident reporting. These steps must be processed through to completion.
- o Learn to dispatch Road Rangers to motorists, events, and other activities that require their assistance in a timely and efficient manner. Log all activities into the SunGuide database and ensure the quality of information is complete and concise.
- o Learn to detect, confirm, and track equipment failures that affect control room equipment such as the central system, computers, CCTV monitors, and large screen display units, as well as RTMC system field equipment such as CCTV cameras, VDS, and DMS.
- o Coordinate with other operations staff with regards to external agency communications and general control room coordination. This is always critical and is especially important at shift change.
- o Coordinate with other agencies to obtain a full understanding of the status of all control room activity
- o Learn the process necessary to inform Emergency Services of traffic events. The RTMC Operators will assist the RTMC Shift Supervisors by informing all Emergency Services of traffic events in the geographical coverage area of the RTMC. These events vary in their scope and the methods on how the operator responds, notifying Road Ranger FHP local police, fire, and EMS services. The operators are responsible for ascertaining the level of response needed and contacting the appropriate services using the telephone numbers supplied to them in the RTMC SOG and SOP.

- o Learn to package the information received from traffic monitoring activities, public safety agency scanners, pagers, e-mail alerts, and field devices for dissemination to real time traffic reporting media such as the 511 telephone system, websites, and alert systems
- o Learn the process for data entry and report data collection.
- o Become familiar with the various monthly reports, daily reports, telephone logs, operator performance reports, travel speed and travel time reports, incident reports, field equipment failures, and any other reports that are outputted from the RTMC
- o Learn to produce reports for RTMC management that will enable weekly, monthly, and yearly analysis.
- o Learn to disseminate information to local radio, traffic agencies, and the motoring public
- o Understand the process involved with notifying the appropriate personnel of traffic signal malfunctions, damage to equipment and materials on state roadways, and general incident/congestion scenarios
- o Perform record keeping tasks, as required
- o Learn the procedures for answering telephones, faxing incident information, and creating/sending incident alerts by e-mail and pager
- o Utilize good verbal and written communication skills and possess a thorough understanding of the daily traffic management techniques utilized by the RTMC
- o Accept constructive feedback from management regarding job performance
- o Accept requests for on-call appearances with minimal notice from management during any shift
- o Within 3 months of the hire date, RTMC Operator Trainees must be tested and certified. The examination will attempt to test the knowledge of at least the following disciplines:
 - Traffic Monitoring
 - CCTV Camera System
 - Radar Detector System
 - Barrier Detection System
 - DMS Activation
 - Computer Systems & Software
 - Road Ranger Service Patrols
 - System Malfunction Identification
 - Media Coordination
 - General Incident Management
- o Corrective action and retraining steps are taken following any deficiency in the testing process
- o All other tasks assigned by FDOT District 1

Organizational Relationships

The RTMC Operator Trainee is the first tier in the operations staff organizational structure. RTMC Operator Trainee employees report directly to the RTMC Operations Supervisor.

Knowledge, Skills, and Abilities

- o Ability to understand ITS principles
- o Skilled in interpersonal relationships
- o Ability to work alone or in a group setting
- o Ability to clearly communicate technical information in layman's terms
- o Ability and willingness to work alternate work schedules and be on-call 24 hours a day
- o General computer skills
- o Skilled in the use of Windows based applications
- o Ability to write reports
- o Ability to coordinate real time activities and priorities

- o Knowledge of communications and disseminating information via multiple communications devices

Desirable Qualifications

Education: All operators must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: All operators must have the ability to work in a high-pressure environment. The operator must be flexible for on-call duty with short notice, and work in cooperation with other employees. Some experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The operator must be physically able to see, read, and hear to perform at the RTMC. The Operator must have no specific safety, health restrictions, or limitations.

5.5.2 RTMC Operator I (Includes ATIS/511)

General Function

The RTMC Operator positions are one of the highest profile positions in the RTMC, since they are the eyes and ears of detection and management of all activities being handled by the RTMC. All work is performed under direct to moderate supervision.

Operationally, the RTMC Operator I is responsible for the principal monitoring of the roadways which includes detection, confirmation, system updates, and response to scheduled and unscheduled traffic events, congestion, and travel time imbalances in the RTMC geographical coverage area with monitoring and/or surveillance capabilities. For ATIS/511, the RTMC Operator I is responsible for monitoring traffic, incidents, and special events in the RTMC coverage area and will report real time traffic status through a variety of media outlets to the traveling public.

Examples of Duties

- o Accept personal responsibility of all work output from the RTMC
- o Monitor traffic status, special events, scheduled events, active events, and incident fault status by utilizing CCTV cameras, Road Ranger reports, FHP reports, internal systems, GUI display/detector data, etc.
- o Manage events and congestion using the SunGuide software system and its devices. This includes electronic systems such as the website server and incident detection algorithms as well as field equipment such as vehicle detection stations, CCTV cameras, DMS, etc.
- o Facilitate incident management which includes, but is not limited to: detection, verification, response, notification, DMS activation, and incident reporting. These steps must be processed through to completion.
- o Constantly monitor all active traffic events and abandoned vehicles that occur during the shift and ensure that the information is entered correctly into SunGuide
- o Dispatch Road Rangers to motorists, events, and other activities that require their assistance in a timely and efficient manner. Log all activities into the SunGuide database and ensure the quality of information is complete and concise.
- o Detect, confirm, and track equipment failures that affect control room equipment such as the central system, computers, CCTV monitors, and large screen display units, as well as RTMC system field equipment such as CCTV cameras, VDS, and DMS.
- o Coordination with other operations staff with regards to external agency communications and general control room coordination. This is always critical and is especially important at shift change.
- o Coordination with other agencies to obtain a full understanding of the status of all control room activity
- o Inform Emergency Services of traffic events. The RTMC Operators will assist the RTMC Shift Supervisors by informing all Emergency Services of traffic events in the geographical coverage area of the RTMC. These events vary in their scope and the methods on how the operator responds, notifying Road Ranger FHP local police, fire, and EMS services. The operators are responsible for ascertaining the level of response needed and contacting the appropriate services using the telephone numbers supplied to them in the RTMC SOG and SOP.
- o Package the information received from traffic monitoring activities, public safety agency scanners, pagers, e-mail alerts, and field devices for dissemination to real time traffic reporting media such as the 511 telephone system, websites, and alert systems

- o Assist with the data collection for the various monthly reports, daily reports, telephone logs, operator performance reports, travel speed and travel time reports, incident reports, field equipment failures, and any other reports that are outputted from the RTMC
- o Produce reports for RTMC management that will enable weekly, monthly, and yearly analysis.
- o Utilize good verbal and written communications skills and a thorough understanding of the daily traffic management techniques utilized by the RTMC
- o Disseminate information to local radio, traffic agencies, and the motoring public
- o Notify the appropriate personnel of traffic signal malfunctions, damage to equipment and materials on state roadways, and general incident/congestion scenarios
- o Perform record keeping tasks, as required
- o Assist RTMC Shift Supervisors with report data collection and record keeping tasks to include monthly reports, telephone logs, operator performance, incident reports, and any other reports that are requested.
- o Answer telephones, fax incident information, and create/send incident alerts by e-mail and pager
- o Adhere to the guidelines of the RTMC SOG, SOP, and DMS SOP
- o Accept constructive feedback from management regarding job performance
- o Accept requests for on-call appearances with minimal notice from management during any shift
- o Handle calls from motorists professionally and gathering the information necessary to properly assist
- o Turn each CCTV camera at least twice per hour to scan the roadways for events.
- o Within 3 months of the hire date, RTMC Operator Trainees must be tested and certified. The examination will attempt to test the knowledge of at least the following disciplines:
 - Traffic Monitoring
 - CCTV Camera System
 - Radar Detector System
 - Barrier Detection System
 - DMS Activation
 - Computer Systems & Software
 - Road Ranger Service Patrols
 - System Malfunction Identification
 - Media Coordination
 - General Incident Management
- o Corrective action and retraining steps are taken following any deficiency in the testing process
- o All other tasks assigned by FDOT District 1

Organizational Relationships

The RTMC Operator I is the second tier in the operations staff organizational structure. RTMC Operator I employees report directly to an assigned RTMC Shift Supervisor.

Knowledge, Skills, and Abilities

- o Ability to understand ITS principles
- o Skilled in interpersonal relationships
- o Ability to work alone or in a group setting
- o Ability to clearly communicate technical information in layman's terms
- o Ability and willingness to work alternate work schedules and be on-call 24 hours a day
- o General computer knowledge
- o Skilled in the use of Windows based applications

- o Ability to write reports
- o Ability to coordinate real time activities and priorities
- o Knowledge of communications and disseminating information via multiple communications devices

Desirable Qualifications

Education: All operators must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: All operators must have the ability to work in a high-pressure environment. The operator must be flexible for on-call duty with short notice, and work in cooperation with other employees. Some experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The operator must be physically able to see, read, and hear to perform at the RTMC. The Operator must have no specific safety, health restrictions, or limitations.

5.5.3 RTMC Operator II (Includes ATIS/511)

General Function

The RTMC Operator positions are one of the highest profile positions in the RTMC, since they are the eyes and ears of detection and management of all activities being handled by the RTMC. All work is performed under direct to moderate supervision.

The RTMC Operator II position includes all operational and ATIS/511 RTMC Operator I qualifications, relationships, duties, and training. Additionally, the following skills must have been developed by the RTMC Operator II.

Examples of Duties

In addition to the RTMC Operator I “Examples of Duties”, the RTMC Operator II is expected to perform the following job responsibilities.

- o Willingness to assist less skilled operations staff
- o Willingness to accept more of a leadership role when working with less skilled operations staff
- o Establish proficiency with all RTMC hardware and software configurations
- o Conduct ongoing self evaluation and suggest additional training needed to improve performance
- o Ability to troubleshoot day to day issues which arise in the RTMC
- o Assume command of the control room in the absence of RTMC Operator III level employees and above
- o After one year of employment, RTMC Operator I employees must be tested and certified to become RTMC Operator II. The examination will attempt to test the knowledge of at least the following disciplines:
 - Traffic Monitoring
 - Extensive Knowledge of FDOT Roadways
 - Full Computer Systems & Software Comprehension
 - Strong Familiarization with all Infrastructure
 - CCTV Camera System
 - Radar Detector System
 - Barrier Detection System
 - DMS Activation
 - Road Ranger Service Patrols
 - System Malfunction Identification
 - Day-to-Day Issue Resolution
 - Law Enforcement Jurisdictions
 - Agency's Impact on Traffic Management
 - Agency's Impact on Incident Response
 - Media Coordination
 - General Incident Management
- o Corrective action and retraining steps are taken following any deficiency in the testing process

Organizational Relationships

The RTMC Operator II is the third tier in the operations staff organizational structure. RTMC Operator II employees report directly to an assigned RTMC Shift Supervisor.

Knowledge, Skills, and Abilities

In addition to the RTMC Operator I skill set, the RTMC Operator II must have developed the following knowledge, skills, and abilities:

- o Understanding of the relationships and functions of all local agencies
- o Understand the relationships between the local law enforcement jurisdictions and discern each agencies impact on traffic management and incident response
- o Full comprehension of all RTMC computer systems and applications
- o Strong familiarity of all RTMC infrastructure
- o Proficiency with all RTMC hardware and software configurations
- o Extensive knowledge of FDOT local freeways and arterial roadways

Desirable Qualifications

Education: All operators must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: This position requires prior experience and knowledge of ITS or related work and at least one year of employment at a traffic management center.

All operators must have the ability to work in a high-pressure environment. The operator must be flexible for on-call duty with short notice, and work in cooperation with other employees. Some experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The operator must be physically able to see, read, and hear to perform at the RTMC. The Operator must have no specific safety, health restrictions, or limitations.

5.5.4 RTMC Operator III – Lead Operator (Includes ATIS/511)

General Function

The RTMC Operator positions are one of the highest profile positions in the RTMC, since they are the eyes and ears of detection and management of all activities being handled by the RTMC. All work is performed under direct to moderate supervision.

The RTMC Operator III position includes all operational and ATIS/511 RTMC Operator I & II qualifications, relationships, duties, and training. Additionally, the following skills must have been developed by the RTMC Operator III.

Examples of Duties

In addition to the RTMC Operator I & II “Examples of Duties”, the RTMC Operator III is expected to perform the following job responsibilities.

- o Assume a leadership role and undertake increased responsibilities in the absence of the RTMC Shift Supervisor, RTMC Operations Supervisor, and RTMC Operations Manager
- o Demonstrate advanced skills, leadership, and work ethic that aims to advance the efficiency and service of the RTMC
- o Ensure the appropriate entry and accuracy of incident data into SunGuide and other sources for the entire shift. These sources include, but are not limited to: DMS messages, incident alert messages, shift change reports, telephone logs, post incident review forms to correct common recurring errors, and field equipment reports.
- o Assist with the refinement of the training procedures for operators and the development of the RTMC Operator I & II certification examinations
- o Assist the RTMC Operations Supervisor and RTMC Operations Manager with the training and development of less experienced operations staff
- o Operate and monitor each component in SunGuide to ensure accuracy and functionality. This includes CCTV, VDS, DMS, video wall, etc.
- o Report system errors and malfunctions to the RTMC Shift Supervisor and attempt to remedy the malfunctions, when possible.
- o Gather statistics and assist with the data collection process for monthly and yearly reporting to FDOT
- o Promote a team atmosphere when working with all staff members
- o Utilize current skills and seek appropriate training to prepare for advancement to a management position
- o After two years of employment, RTMC Operator II employees must be tested and certified to become RTMC Operator III. The examination will attempt to test the knowledge of at least the following disciplines:
 - Traffic Monitoring
 - Extensive Knowledge of FDOT Roadways
 - Full Computer Systems & Software Comprehension
 - Strong Familiarization with all Infrastructure
 - CCTV Camera System
 - Radar Detector System
 - Barrier Detection System
 - DMS Activation
 - Road Ranger Service Patrols
 - System Malfunction Identification
 - Day-to-Day Issue Resolution
 - Law Enforcement Jurisdictions
 - Agency's Impact on Traffic Management

- Agency's Impact on Incident Response
- Media Coordination
- General Incident Management

- o Corrective action and retraining steps are taken following any deficiency in the testing process

Organizational Relationships

The RTMC Operator III is the fourth tier in the operations staff organizational structure. RTMC Operator III employees report directly to an assigned RTMC Shift Supervisor.

Knowledge, Skills, and Abilities

In addition to the RTMC Operator I & II skill sets, the RTMC Operator III must have developed the following knowledge, skills, and abilities:

- o Capable of executing an operations schedule
- o Ability to assume a leadership role in the absence of key personnel
- o Ability to conduct a tour of the facility
- o Acceptance of responsibility of their own and other employees work output
- o Ability to communicate with local agencies in a consistent and professional manner

Desirable Qualifications

Education: All operators must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: This position requires prior experience and knowledge of ITS or related work and at least two years of employment at a traffic management center.

All operators must have the ability to work in a high-pressure environment. The operator must be flexible for on-call duty with short notice, and work in cooperation with other employees. Some experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The operator must be physically able to see, read, and hear to perform at the RTMC. The Operator must have no specific safety, health restrictions, or limitations.

5.5.5 RTMC Shift Supervisor

General Function

The RTMC Shift Supervisor positions are one of the highest profile positions in the RTMC, since they are ultimately responsible for the accurate and timely work output of the RTMC. All work is performed under moderate supervision.

The RTMC Shift Supervisor position includes all operational and ATIS/511 RTMC Operator I, II, & III qualifications, relationships, duties, and training. Additionally, the following skills must have been developed by the RTMC Shift Supervisor.

Examples of Duties

In addition to the RTMC Operator I, II, & III “Examples of Duties”, the RTMC Shift Supervisor is expected to perform the following job responsibilities.

- o Assume the direct leadership role of the control room and undertake increased responsibilities in the absence of the RTMC Operations Supervisor and RTMC Operations Manager
- o Demonstrate advanced skills, leadership, and work ethic that aims to advance the efficiency and service of the RTMC
- o Assume ultimate responsibility of the timeliness and accuracy of incident data into SunGuide and other sources for the entire shift. These sources include, but are not limited to: DMS messages, incident alert messages, shift change reports, telephone logs, post incident review forms to correct common recurring errors, and field equipment reports.
- o Review all active DMS messages, incident reports, and RTMC website information at the beginning of each shift to ensure the information is current, timely, consistent, and accurate
- o Provide quality assurance on the day-to-day handling of all events in the control room
- o Participate in routine operator tasks while providing supervision and support to the staff
- o Manage record keeping tasks, such as filing incident reports and other documentation
- o Alert RTMC operators to new memorandums, procedures, special projects, and requests
- o Brief all incoming operators at shift change while utilizing the Shift Change Report
- o Be the central contact for communications with external agencies including voice, mail, fax, internet, and other electronic data.
- o Communicate and coordinate with field units to respond and clear incidents from the roadways and re-open lanes to traffic as fast as possible
- o Assist the RTMC Operations Supervisor and RTMC Manager in coordinating information flows within the control room and for facilitating responses to disasters and high profile special events that impact traffic, as directed
- o Facilitate the information exchanges between the control room operators and the FHP dispatchers to ensure that all operators are aware of relevant information pertaining to their respective systems
- o Work with FHP dispatch to utilize CCTV camera images to determine the resources needed in the field to clear incidents
- o Advise for additional supervision during unusual and significant unscheduled Level 3 events
- o Provide coordination with local and statewide TMCs, particularly regarding incidents that affect another TMC's coverage area
- o Be fully trained and fluent in all control room systems
- o Be capable of stepping in during peak times to assist other operators and thereby even out the peak resource loading.

- o Monitor and report any internal and external system irregularities with the software, CCTV cameras, RTMC website, VDS, DMS, video wall, video switch, and other RTMC equipment
- o Provide general information to FHP, local police, fire, and other emergency agencies
- o Coordinate with the FDOT PIO to provide the media with non-confidential information, when requested
- o Respond to inquiries from public transportation
- o Receive information on related roadwork, major accidents, etc. that could affect the RTMC operations from outside sources
- o Receive information on special events and convey information on response details
- o Responsible for the daily scheduling of all breaks for the RTMC operations staff to ensure that there are two operators in the control room at all times from Monday to Friday from 0600 to 2200 hours
- o Ensure the performance of daily maintenance checks of the system and all ITS field devices as defined in the SOG and SOP
- o Assist in the development and maintenance of the inventory database for all equipment residing within the RTMC
- o Coordinate the repair and maintenance of ITS field devices with the RTMC maintenance contractor
- o Facilitate the proper usage of Road Ranger dispatching to include resource allocation to events, data collection of all activities, and proper quality assurance monitoring of Road Ranger by CCTV cameras during motorist assists and other job related activities
- o Assist with the refinement of the training procedures for operators and the development of the RTMC Operator I, II, & III certification examinations
- o Assist the RTMC Operations Supervisor and RTMC Operations Manager with the training and development of less experienced operations staff
- o Responsible for providing all operator yearly performance reviews to the RTMC Operations Supervisor and the RTMC Operations Manager for final approval
- o Operate and monitor each component in SunGuide to ensure accuracy and functionality. This includes CCTV, VDS, DMS, video wall, etc.
- o Responsible for report data generation to include monthly reports, telephone logs, operator performance, incident reports, and any other reports that are requested

Organizational Relationships

The RTMC Shift Supervisor is the fifth tier in the operations staff organizational structure. RTMC Shift Supervisors report directly to the RTMC Operations Supervisor.

Knowledge, Skills, and Abilities

In addition to the RTMC Operator I, II, & III skill sets, the RTMC Shift Supervisor must have developed the following knowledge, skills, and abilities:

- o Complete understanding of all RTMC processes and procedures
- o Skilled in leadership and interpersonal relationships
- o Ability to coordinate real time activities and priorities
- o Direct experience with the day-to-day operations of a similar center
- o Possess the ability to work well within a group
- o Knowledge of key management concepts
- o Ability and willingness to work alternate work schedules and to be on-call 24 hours/day
- o Skilled in the use of Freeway Management and Advanced Traffic Management Systems applications
- o Capable of executing an operations schedule
- o Ability to assume a leadership role in the absence of key personnel

- o Capable of writing e-mails, documents, correspondence, and reports that are coherent and concise
- o Ability to conduct a tour of the facility
- o Ability to assume the responsibility for the work output of an entire shift
- o Ability to communicate with local agencies in a consistent and professional manner
- o Extensive problem solving skills
- o Understanding of the relationships and functions of all local agencies
- o Extensive knowledge of the coverage areas for all local, regional, and statewide agencies

Desirable Qualifications

Education: All operators must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: This position requires prior experience and knowledge of ITS or related work and at least two years of employment at a traffic management center.

All shift supervisors must have the ability to work in a high-pressure environment. The shift supervisor must be flexible for on-call duty with short notice, and work in cooperation with other employees. Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The shift supervisor must be physically able to see, read, and hear to perform at the RTMC. The shift supervisor must have no specific safety, health restrictions, or limitations.

5.5.6 RTMC Operations Supervisor

General Function

The RTMC Operations Supervisor position includes all operational and ATIS/511 RTMC Shift Supervisor qualifications, relationships, duties, and training. Additionally, the following skills must have been developed by the RTMC Operations Supervisor.

The RTMC Operations Supervisor is responsible for the administration and direct supervision of the RTMC operations staff. The supervision function requires that the employee make decisions pertaining to the control room operations that require a high degree of experience and judgment. The Operations Supervisor must facilitate the smooth and balanced operation of the control room. All work is performed under moderate supervision.

Examples of Duties

- o Perform administrative functions such as shift scheduling, liaison with RTMC management, hiring, training, and public relations
- o Provide continuous supervision of 24/7/365 operations
- o Be on-call 24/7/365 to respond to major incidents
- o Ability to handle all incidents remotely, when necessary
- o Responsible for deriving the operations accuracy percentages on a weekly basis
- o Review all DMS, incident report, and RTMC website information throughout the day to ensure that information is current, timely, consistent, and accurate
- o Facilitate operations by guiding critical control room operation decisions, developing special event response plans, providing guidance during severe events, and generating severe event response reports
- o Coordinating control room activities by assisting in the management of responses to disasters and high profile special events, accommodating the data needs of special agencies and third parties, etc.
- o Responsible for the day-to-day monitoring and balancing of the control room activities, providing direction and incentives among staff, and developing a team atmosphere
- o Develop ideas on how to implement system and operational improvements such as modifications in software, hardware, field equipment, operations and coordination procedures, etc. to increase the efficiency of the control room operations
- o Balance work loads of RTMC operations staff by instructing staff to assist others, assigning reporting tasks during less busy times, and ensuring that staff resources are being utilized effectively and efficiently
- o Present operations staff with an understanding of their role in the overall context of transportation systems and provide them with incentives to perform day-to-day tasks
- o Develop a training program, guidelines, and standards for the RTMC Operators to use and be tested on by using a graduated staffing structure
- o Assist in conducting tours for external groups visiting the RTMC. The tours may consist of information handouts, slide show presentation, and physical tours of the facility.
- o Provide training for the development of new employees.
- o Ultimately responsible for assuring that employees are adequately trained and current in all tasks relevant to the operator and shift supervisor positions
- o Gather statistics and enter data into weekly and monthly spreadsheets.
- o Generate and provide requested reports at the request of the RTMC Operations Manager
- o Serve as a focal point of contact between the RTMC Operations Manager and the operations staff
- o Responsible for providing all operator and shift supervisor yearly performance reviews to the RTMC Operations Manager for final approval

- o Responsible for fulfilling the obligations of the RTMC Operations Manager at the direct request of the RTMC Operations Manager
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Operations Supervisor is expected to work with minimal to moderate supervision and will report directly to the RTMC Operations Manager.

Desirable Qualifications

Education: The RTMC Operations Supervisor must have graduated from an accredited high school or possess a high school equivalency certificate. A college level education is desired, but not required.

Qualifications: This position requires five years experience in TMC operations or in a facility similar to a traffic management center.

The RTMC Operations Supervisor must have the ability to work in a high-pressure environment. The RTMC Operations Supervisor must be flexible for on-call duty with short notice, and work in cooperation with other employees. Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The RTMC Operations Supervisor must be physically able to see, read, and hear to perform at the RTMC. The RTMC Operations Supervisor must have no specific safety, health restrictions, or limitations.

5.5.7 RTMC Operations Manager

General Function

The RTMC Operations Manager is a senior level supervisory position. The RTMC Operations Manager is responsible for the successful daily operations of the FDOT District 1 SWIFT SunGuide Center RTMC. The position involves establishing and modifying policies and procedures, establishing operating guidelines, completing relevant task assignments, training and supervision of staff, scheduling of shifts, producing operations reports and statistics, hosting meetings and tours, coordinating with outside agencies at all levels, and overseeing the traffic operations for the specific geographic area covered by the RTMC. The RTMC Operations Manager must be dedicated and capable of performing duties without direct supervision.

Examples of Duties

- o Manage the daily operations of the RTMC in accordance with the SOG, SOP, DMS SOP, and the protocols and policies of FDOT
- o Responsible for the overall operations and functionality of the RTMC
- o Responsible for ensuring that the goals and strategies of the RTMC operations plan are followed
- o Conduct the day-to-day management of the RTMC operations staff and resources, including problem resolution concerning RTMC operations
- o Ensure that RTMC operations are conducted in accordance with the SOG, SOP, DMS SOP, FDOT policies, and industry standards
- o Participate in periodic Traffic Incident Management (TIM) team meetings, critical incident reviews, and other TIM activities
- o Ensure appropriate interagency coordination
- o Attend meetings as directed by FDOT to include: South East Florida Regional TMC Operations Committee (SEFRTOC), Florida's Uniform Statewide Integrated Operations Network (FUSION), South Florida ITS Coalition meetings, and others
- o Responsible for the RTMC public relations activities such as the RTMC Marketing efforts and RTMC tours and presentations. These activities shall be coordinated with and approved by the FDOT District PIO
- o Prepare weekly reports of personnel performance measures for operators and supervisors as defined in the SOG and SOP. The data will be provided by the RTMC Operations Supervisor. Some performance measures may include counts, times, and averages related to incidents, incident duration, operator data entry, special events, construction, DMS activation, Road Ranger activity, unscheduled RTMC labor hours, incoming and outgoing call activity, emergency arrival times, and RTMC tour/visitor counts.
- o Identify measures of effectiveness for the RTMC in terms of efficiency and effectiveness in providing transportation management, traveler information, and incident management. Prepare a weekly, monthly, and quarterly report on the performance of the system based on these measures of effectiveness as outlines in the SOP.
- o Responsible for developing and maintaining a semi-annual update of the SOG, SOP, DMS SOP, and other required technical or procedural documents to conform with the current status of the ITS deployment, SunGuide and other software systems, FDOT policy, RTMC policy, and industry standards. Interim modifications to the SOG and SOP shall be conducted and documented as needed.
- o Responsible for the development and the quarterly update of the training materials to conform with updates to the SOG and SOP. Modify training materials as necessary as a result of system and employee performance analysis.

- o Responsible for the training of the operators and certification process documentation
- o Lead the RTMC Marketing team with all public outreach and advertising efforts, and create a budget for these requirements.
- o Write all technical documents for the RTMC including, but not limited to, the RTMC SOP and SOP, training manuals, and District RTMC website contents
- o Ensure full staff coverage of the RTMC operations as described in the FDOT contract
- o Perform administrative tasks such as staffing and human resource/employee relation issues
- o Responsible for the yearly performance reviews of the RTMC Operations Supervisor, RTMC Office Manager, and RTMC Administrative Assistant
- o Manage the RTMC operational budget. Document expenditures.
- o Monitors and enforces quality assurance for Freeway Incident Management, Service Patrol, and ATIS functions of the RTMC. Examples include Road Ranger driver performance and communications, the recommendation of altered Road Ranger shift change procedures, etc.
- o Serves as the liaison with the FDOT PIO and construction division regarding roadway construction/maintenance updates, special events, etc.
- o Serves as the liaison between District 4, 6, 7, 5, and the Florida's Turnpike in creating policies for coordinated responses to a major incidents
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Operations Manager reports directly to the RTMC Contract Manager.

Knowledge, Skills, and Abilities

- o Knowledge of ITS and traffic engineering principles
- o Skilled in leadership and interpersonal relationships
- o Knowledge of key management concepts
- o Ability to clearly communicate technical information in layman's terms
- o Ability and willingness to work alternate work schedules and be on call 24 hours/day
- o Skilled in the use of Windows operating system and grogram applications
- o Ability to write technical reports and correspondence
- o Ability to coordinate real time activities and priorities
- o Knowledge of and direct experience with the day-to-day operations of a similar center.

Desirable Qualifications

Education: The RTMC Operations Manager must have a bachelor's degree from an accredited college or university or the equivalent to five years of experience in the operations of a facility similar to the RTMC.

Qualifications: This position requires five years experience in TMC operations or in a facility similar to a traffic management center.

The RTMC Operations Manager must have the ability to work in a high-pressure environment. The RTMC Operations Manager must be flexible for on-call duty with short notice, and work in cooperation with other employees. Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis. The RTMC Operations Manager must be physically able to see, read, and hear to perform at the RTMC. The RTMC Operations Manager must have no specific safety, health restrictions, or limitations.

5.6 RTMC Job Descriptions – Project Personnel

This section provides abbreviated job descriptions for the RTMC project staff. Contact the Telvent Human Resources representative for the complete official job descriptions.

5.6.1 RTMC Contract Manager

The RTMC Contract Manager ensures that the requirements of the contract are met on a daily basis and operations activities of the RTMC are in accordance with the SOG, SOP, DMS SOP, and FDOT protocols and policies. The RTMC Contract Manager is also responsible for coordinating the overall operations and functionality of the RTMC.

Examples of Duties

- o Manages team operations by directing and coordinating activities consistent with established goals, objectives, and policies
- o Follows the direction set by the FDOT RTMC Manager and FDOT District 1
- o Performs project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by FDOT
- o Requires ability to use and apply extensive knowledge of project management theories and practices
- o Provides oversight of project professionals and staff
- o Implements processes to ensure attainment of the mission, vision, and goals of the operations plan
- o Provides direction and structure for operating units
- o Shall participate in developing policy and strategic plans
- o Ensures that all products that are created or new ideas that are introduced meet quality and objectives of the RTMC
- o Recommends changes, reviews progress, and approves work products for the RTMC team
- o Oversees the development of policies, procedures, and objectives for marketing of the organization's products and services
- o Prepares and produces all invoices, progress reports, and other documents submitted to FDOT on a monthly basis
- o Responsible for the proper level of staffing as required by FDOT
- o Attends meetings as directed by FDOT to include: TIM teams, SEFRTOC, FUSION, South Florida ITS Coalition, FDOT Statewide ITS Working Group, and others
- o Oversees and participates in the creation of the RTMC Annual Report and ensures that the document meets the standards of FDOT
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Contract Manager reports administratively to the Telvent Farradyne South-East Area Manager and operationally to the FDOT District 1 RTMC Project Manager.

Knowledge, Skills, and Abilities

- o Knowledge of ITS and traffic engineering principles
- o Skilled in leadership and interpersonal relationships
- o Knowledge of key management concepts
- o Ability to create project schedules in common electronic format
- o Ability to clearly communicate technical information in layman's terms
- o Skilled in the use of Windows operating system and program applications

- o Ability to write technical reports and correspondence
- o Ability to coordinate real time activities and priorities
- o Knowledge of the day-to-day operations of a similar center
- o Knowledge and ability to create monthly invoice and project status budget reports

Desirable Qualifications

Education: The RTMC Contract Manager must have a bachelor's degree from an accredited college or university and the equivalent of five years of project management experience or ten years experience in the operations/management of a facility similar to the RTMC.

Qualifications: Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis.

5.6.2 RTMC Office Manager

The RTMC Office Manager position is responsible for the support of day-to-day business matters within the RTMC. This position will also include the responsibility of handling all tour requests, yearly budgeting, distribution of all meeting minutes, and oversee the RTMC front desk staffing and operations.

Examples of Duties

- o Coordinate and direct administrative support functions for the RTMC and implement policies and procedures for production of documents, work flow, filing, ordering of supplies, records maintenance, and other clerical services
- o Assist in the decision process for hiring, terminating, promoting, or evaluating office personnel
- o Monitor budget, accounting, and time records
- o Establish policies and procedures for document development, retention, and disposition.
- o Determine the records identification system for information management storage and retrieval
- o Determine and establish records formats and storage methods and confer with management regarding records management needs
- o Become a member of the RTMC marketing team and assist in all coordination of activities to include the production of materials, advertisements, and public outreach
- o Responsible for all office supplies to include consumable and non-consumable products and all production equipment and supplies
- o Coordinate all meeting room reservations and assure that the meeting rooms are properly set up to accommodate the needs of the group using the rooms
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Office Manager reports directly to the RTMC Operations Manager.

Knowledge, Skills, and Abilities

- o Knowledge of office and business principles
- o Skilled in interpersonal relationships
- o Ability to clearly communicate information regarding the ITS program and RTMC to all tours and visitors
- o Skilled in the use of Windows based applications
- o Ability to write reports, meeting minutes, create scheduling, and file all materials based on ISO 9001 standards
- o Ability to coordinate real time activities and priorities
- o Skilled in the use of all office related equipment

Desirable Qualifications

Education: The RTMC Office Manager must have at least three years experience in an office management position or equivalent.

Qualifications: Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis.

5.6.3 RTMC Administrative Assistant

The onsite RTMC Administrative Assistant is responsible to provide support for the FDOT RTMC Manager and RTMC Contract Manager for day-to-day business matters within the RTMC.

Examples of Duties

- o Supplies administrative support services to the RTMC and assumes the role of an administrative liaison with internal and/or external sources
- o Provides assistance to the FDOT RTMC Manager in managing complex budgetary, personnel, and purchasing functions by interpreting and implementing FDOT administrative policies and procedures
- o Performs routine office or clerical support tasks according to well established procedures. Examples of work performed may include receiving, logging in, sorting, and distributing mail, preparing outgoing mail, photocopying, filing, posting or proofing data, or answering telephone calls and recorded messages
- o Work performed may also include composing routine correspondence, preparing routine reports, logging correspondence, scheduling meetings or appointments, arranging travel, screening and directing incoming calls, providing information, maintaining files, or transcribing dictation
- o Prepares documents using Microsoft applications; formats, proofs, and edits for errors
- o Ensures the break room is properly stocked with supplies and is kept orderly
- o Provides relief for the RTMC Receptionist/Clerical in their absence
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Administrative Assistant reports directly to the FDOT RTMC Manager.

Knowledge, Skills, and Abilities

- o Knowledge of office and business principles
- o Skilled in interpersonal relationships
- o Skilled in the use of Windows based applications
- o Ability to write reports, meeting minutes, create scheduling, and file all materials based on ISO 9001 standards
- o Ability to coordinate multiple real time activities and priorities
- o Skilled in the use of all office related equipment

Desirable Qualifications

Education: The RTMC Office Manager must have at least two years experience in a position of similar requirements or equivalent.

Qualifications: Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis.

5.6.4 RTMC Receptionist/Clerical

The RTMC Receptionist/Clerical position is responsible to provide support for the FDOT RTMC Manager, RTMC Contract Manager, and RTMC Administrative Assistant for day-to-day business matters within the RTMC.

Examples of Duties

- o Handle all phone calls, faxes, and e-mails sent to the SWIFT SunGuide Center main contact address for the public.
- o Sit at the SWIFT SunGuide Center front desk and sign all visitors in, contact the individual that the visitor is scheduled to see, and then sign all visitors out
- o Assist with maintaining the conference room calendar
- o Supply administrative support services to the RTMC
- o Perform routine office or clerical support tasks according to well established procedures. Examples of work performed may include receiving, logging in, sorting and distributing mail, preparing outgoing mail, photocopying, filing, posting or proofing data, or answering telephone calls and recorded messages.
- o Work performed may also include composing routing correspondence, logging correspondence, scheduling meetings or appointments, arranging travel, screening and directing incoming calls, providing information, maintaining files, or transcribing dictation
- o Prepare documents using Microsoft applications; formats, proofs, and edits for errors
- o Verify daily that all public information handouts in the RTMC lobby and the bathroom consumables are at the appropriate levels
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC Receptionist/Clerical reports directly to the RTMC Operations Supervisor.

Knowledge, Skills, and Abilities

- o Knowledge of office and business principles
- o Skilled in interpersonal relationships
- o Skilled in the use of Windows based applications
- o Ability to write reports, meeting minutes, create scheduling, and file all materials based on ISO 9001 standards
- o Ability to coordinate multiple real time activities and priorities
- o Skilled in the use of all office related equipment

Desirable Qualifications

Education: The RTMC Receptionist/Clerical employee must have at least two years experience in a position of similar requirements or equivalent.

Qualifications: Experience in the use of personal computers and database entry is necessary. Normal amounts of lifting and climbing are required on an occasional basis.

5.6.5 RTMC IT Manager

The RTMC IT Manager position is responsible for the support of all computer systems and the video wall within the RTMC.

Examples of Duties

- o Maintenance of the RTMC computer hardware, video wall, software, and network systems. The RTMC uses the FDOT SunGuide control software, which runs on an Oracle database.
- o Supervise any RTMC IT Technician positions, plus any external system development contractors that are required
- o Ensure system security and availability to only authorized users of each component of the RTMC
- o Analyze the RTMC system needs, evaluate new solutions to replace old systems and ensure compatibility with existing computer hardware and software to include costing out and purchase of new equipment and software
- o Provide technical support to the FDOT computer systems managers to ensure compatibility in the RTMC
- o Responsible for establishing the standard configuration of FDOT computers in the RTMC, training RTMC operations staff on these standards and how they are administered
- o Determine the needs for hardware and software upgrades
- o Identify computer hardware problems and notify the RTMC Operations Manager when event status level warrants
- o Provide and conduct training for all RTMC personnel regarding IT etiquette protocol and the “how-tos” and “why-tos” of self troubleshooting of all computer systems within the RTMC
- o Assist the RTMC operations staff in using off-the-shelf software and developing documents, reports, and spreadsheets to improve the overall performance of database management, analysis, interpretation, and dissemination functions
- o Manage computer system supply parts to ensure an appropriate level of replacement hardware is available when needed
- o Develop and control all user manuals and training documents for IT systems in the RTMC for easy access by all levels of users
- o Develop and maintain IT Help Desk software functions and provide monthly reports as identified by the FDOT RTMC Manager
- o Maintain detailed record of all IT Hardware and provide a monthly report to the FDOT RTMC Manager
- o Maintain detailed record of all IT Software and provide a monthly report to the FDOT RTMC Manager
- o Prepare and write all IT technical training documents for staff and review training SOG to keep up with current hardware and software being used in the RTMC
- o Coordinate ITS field devices repair and maintenance activities with the Maintenance Contractor when needed
- o Coordinate ITS SunGuide Software troubleshooting, repair, maintenance, or upgrade activities with the Software Contractor when needed
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC IT Manager reports directly to the RTMC Operations Manager.

Knowledge, Skills, and Abilities

- o Knowledge of Oracle database applications and Windows operating systems and program applications
- o Knowledge of freeway management systems control software, such as SunGuide or equivalent
- o Skilled in leadership and interpersonal relationships
- o Knowledge of key management concepts
- o Ability to clearly communicate technical information in layman's terms
- o Ability and willingness to work alternate work schedules and be on-call 24 hours/day
- o Ability to write technical reports, correspondence, manuals, and advertising materials
- o Ability to coordinate real time activities and priorities
- o Knowledge of day-to-day operations of a computer network and servers

Desirable Qualifications

Education: The RTMC IT Manager must have a bachelor's degree in computer science or the equivalent of five years experience in the operations of a facility similar to the RTMC with similar responsibilities. The RTMC IT Manager must also have a Microsoft Certified Systems Engineer (MCSE) professional certification.

Qualifications: Normal amounts of lifting and climbing are required on an occasional basis.

5.6.6 RTMC IT Technician

The RTMC IT Technician position is responsible for the entry-level support of all computer systems within the RTMC. This position will also include the responsibility of handling all telephone calls placed at the computer help desk, logging the initial call, and detailing the response given to each caller.

Examples of Duties

- o Troubleshoot original calls via telephone contact and responds in person when a problem cannot be fixed remotely
- o Take inventory of all computer system hardware parts every month to ensure the RTMC is operating at 100%
- o Perform functions as directed by the RTMC IT Manager to include any routine and non-routine functions
- o Informally train users in basic computer skills, when needed
- o Install and load all functions of any new workstation when purchased, to include the communications link to the network systems
- o Perform hardware and software upgrades
- o Create weekly reports on all help desk calls and responses to include fixed and outstanding items with details on what replacement parts were needed
- o Conduct daily backups for all critical systems and ensure these are available in case systems need to be restored
- o Daily monitoring of video wall to comply with 100% system availability
- o Daily monitoring of video feeds from other partners to ensure proper display on the video wall at all times
- o Daily monitoring of a District traffic information website to ensure all functions are operational at all times
- o Perform any additional tasks as assigned by the RTMC Contract Manager, RTMC Operations Manager, or RTMC IT Manager
- o All other tasks assigned by FDOT

Organizational Relationships

The RTMC IT Technicians report directly to the RTMC IT Manager.

Knowledge, Skills, and Abilities

- o Skilled in interpersonal relationships
- o Ability to clearly communicate technical information in layman's terms
- o Ability and willingness to work alternate work schedules and be on-call 24 hours/day
- o Ability to create daily, weekly, monthly, and yearly reports regarding system availability and help desk calls
- o Ability to coordinate real time activities and priorities

Desirable Qualifications

Education: The RTMC IT Technicians must have a secondary education in computer science or the equivalent of one year of experience in the operations of a computer operations center or computer helpdesk activities facility. The RTMC IT Technicians must also have a professional A+ certificate and the ability to attain other professional certifications, including MCSE.

Qualifications: Normal amounts of lifting and climbing are required on an occasional basis.

6 Background Checks, Criminal History Checks, & Drug Screening

All potential employees must undergo several background checks and drug screenings before they are allowed to work for Telvent Farradyne in the SWIFT SunGuide™ Center with FHP, MCO, and FDOT.

6.1 Telvent Farradyne Background Checks

Telvent Farradyne requires all potential employees to complete the “Telvent Farradyne Applicant Authorization and Consent Form”. This form certifies that the information provided by the potential employee for the purposes of employment is true and complete to the best of their knowledge. It also authorizes Telvent Farradyne to perform background verifications at any time.

Telvent Farradyne may now or at any time during employment,

- o Administer a personality profile
- o Conduct a verification of the individual's eligibility to work in the United States
- o Verify education
- o Verify previous employment and work history
- o Perform or request credit records
- o Contact personal references
- o Authorize persons, schools, current and former employers, and other organizations and agencies to provide all information that may be requested.
- o Require the individual to provide a urine specimen to be tested for the presence of drugs or alcohol
- o Access motor vehicle records
- o Access worker's compensation claims histories
- o Conduct fingerprinting
- o Receive any criminal history record that may be in the files of any Federal, State or Local criminal justice agency in any State
- o Other information deemed necessary to fulfill the job requirements.

TELVENT

Applicant Authorization and Consent

We truly welcome your application for employment with Telvent Farradyne Inc. We are proud of our success and recognize it is the result of the quality and caliber of the employees in our organization. You are applying for a position with a company whose employees take pride in themselves and their job. In pursuit of that excellence we require, as a condition of employment, and / or continued employment, that all applicants consent to and authorize pre- and post-employment verification of the background information submitted on their application or resume.

I, _____, the undersigned applicant, do hereby certify that the information provided by me for the purpose of employment is true and complete to the best of my knowledge. I understand that if I am employed, any false statements will be considered as cause for possible dismissal.

This release and authorization acknowledges that the Company may now, or at any time while I am employed, administer a personality profile, conduct a verification of my eligibility to work in the United States pursuant to applicable laws, my education, previous employment / work history, credit record, contact personal references, require that I provide a urine specimen to be tested for the presence of drugs or alcohol, access motor vehicle records, worker's compensation claims histories, and to conduct fingerprinting and receive any criminal history record pertaining to me that may be in the files of any Federal, State or Local criminal justice agency in any State and / or other information deemed necessary to fulfill the job requirements. The result of this verification process will be used to determine employment eligibility under the Company's employment policies.

In conformance with the Americans with Disabilities Act, I acknowledge with my signature that I have been offered a position, contingent upon a satisfactory background investigation. Information obtained from the appropriate State Worker's Compensation Agency is hereby authorized. If blank obtaining worker's compensation information is not authorized.

I authorize Creative Human Resource Management of Roswell, Georgia (herein after referred to as "CHRM") and any of its agents and designated Company personnel, to disclose orally and in writing the results of this verification process and / or interview to the designated authorized representatives of this Company.

I have read and understand this release and consent, and authorize the background verification. I hereby authorize persons, schools, current and former employers, and other organizations and agencies to provide CHRM with all information that may be requested, and I hereby release all of the persons and agencies providing such information from any and all claims and damages connected with their release of any requested information, I agree that any copy of this document is as valid as the original.

I do hereby agree to forever release and discharge the Company, and its agent, CHRM, and their associates to the full extent permitted by law from any claims, damages, losses, liabilities, costs and expenses, or any other charge or complaint filed with any agency arising from the retrieving and reporting of requested information. According to the Federal Fair Credit Reporting Act, I am entitled to know if employment was denied based on information obtained by my prospective employer, and to receive, upon written request, a disclosure of the public record information and of the nature and scope of the investigative report.

First Name	MI	Last Name	SSN	Date of Birth	Sex	Race
Address		City	State	Zip	Yes, at this Address	
Previous Address		City	State	Zip	Yes, at this Address	
Driver's License #			Issuing State			
Signature			Date	Work Location		

The result of this verification process will be used to determine employment eligibility under the Company's employment policies. Any false statements will be considered as cause for possible dismissal.

6.2 Telvent Farradyne Operational Security and Drug Protection Policy

Telvent Farradyne operates in a sensitive business environment and due to the nature of our work, is involved in both internal and external restricted business systems. It is of paramount importance that we provide secure and professional services to our customers. Our Company is proud of the quality of employees and environment achieved within our organization. The Operational Security and Drug Protection Policy exists to help continue providing this secure, safe, and drug-free workplace. The purpose of this policy is to:

- o Ensure employees meet our safety and security standards for effective business operations
- o Ensure customers are aware that the appropriate steps are taken in order to protect their systems and information
- o Protect the company's integrity and professional reputation
- o Adhere to government regulations including, but not limited to, EEOC, OSHA, and the US Pipeline and Safety Regulations.

Scope

This policy applies to all employees, however, it is recognized that some positions require more direct involvement with the customer's systems and therefore generate a higher level of concern for safety and security. Due to this distinction there are various procedures required for different positions within the company. The classification levels are listed below:

Level 1 positions have direct access to the creation or maintenance of customer systems. This level includes technical roles or managerial positions within the technical area or any positions that have direct access to customer systems that are in operation monitoring and controlling customer pipelines or water or electric systems. These positions are classified as highly sensitive because the major safety concerns and their ability to access highly confidential system information.

Level 2 positions may have access to the creation or maintenance of customer systems. This level may be involved in the initial design or negotiations related to the system's sale or development. These positions are classified as sensitive because their ability to influence and access highly confidential system information.

Level 3 positions do not have access to customer systems. This level is generally administrative in nature and in a support role to the business. These positions have a low safety concern and are not classified as sensitive because of their inability to access highly confidential system information.

Confidentiality of Employee Information

The Company will hold all employee's personnel information in the strictest confidence and information resources will be restricted to authorized personnel. It is recognized that this security information is also both sensitive and confidential. The Strategic Resource Development group (SRD) will treat this as such and will ensure information is protected by security safeguards appropriate to the nature and sensitivity of the information, including physical measures (restricting access), organizational measures (limiting the distribution of information to a need-to-know basis) and technological measures (computer encryption and passwords).

Employees are required to meet specific security standards and to report to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner. If the potential employee or employee is concerned with the release of personal information this situation will be reviewed to determine the appropriate action.

If a situation arises where there are security concerns, each incident will be dealt with in a sensitive and appropriate manner. However, it is important to note that depending upon the nature of the violation, this may lead to rehabilitation, disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences.

Components of Policy

The Operational Security and Drug Protection Policy has four components to ensure appropriate standards are met:

- o Employment Screening
- o Drug & Alcohol Policy
- o Confidentiality of Our Company and Customer Information
- o Operator Certification

Employment Screening

To protect the safety, security and health of our employees, company and customers, several Employment Screening tools are used to ensure employees are capable of performing and meeting the specific duties of their position. Depending upon the nature of the position the Employment Screening may include any of the following. The grid at the end of this section outlines specific requirements for each level.

- o **Reference Checks** - This involves confirming specific employment background information with at least a couple of business related contacts supplied by the employee.
- o **Background Checks** - This involves an assessment of an individual's background. This may include such procedures as criminal history, social insurance number verification, credit checks, motor vehicle report, professional designation, employment verification and educational confirmation.
- o **Drug and Alcohol Testing** - This involves individuals participating in a drug and alcohol test according to the Drug & Alcohol Policy. Random alcohol testing will be carried out for employees in order to minimize risks arising as a result of impairment of ability to carry out level one and two safety-sensitive job functions. Drug testing will be required as part of the program where there exists reasonable grounds to believe that an employee's ability to carry out safety-sensitive job functions is being impaired by drug abuse. Drug and alcohol testing will also be done where it is relevant in the investigation of a safety-related incident.

To initiate the Employment Screening, employees are required to complete an "Applicant Authorization and Consent Form" for testing to take place or to release information that will be used to conduct all Employment Screening. This document is pictured above in the "Telvent Farradyne Background Checks" section of this document.

Reference checks are usually done by the manager or SRD. Background checks and alcohol and drug testing are conducted by an independent third party. This procedure provides an objective, credible, and consistent step to the confirmation process. Upon completion the third party firm informs SRD of any concerns with the results. These concerns are individually raised and addressed directly with the employee and their manager to determine the best course of action. To assure you about the confidentiality of information, no details are revealed and the third party retains the specific results for their records. If the potential employee or employee does not complete the "Applicant Authorization and Consent Form", then this situation will be reviewed to determine the appropriate action.

Position Requirements Grid

The position requirements grid provides a general guide for the type of operational tests needed for each position level. However, there may be circumstances that necessitate that certain positions submit to additional testing. This grid applies to permanent, temporary and contract staff. Casual staff, including those working on an intermittent basis do not need these checks completed unless they are working in a safety-sensitive job.

For US employees, as a condition of employment, all levels are required to complete each of the tests due to heightened security requirements. This grid applies to Canadian employees and is a condition of employment.

Employment Screening	Purpose	Level 1 Position	Level 2 Position	Level 3 Position
Reference Checks	Verify employment background	x	X	x
Background Checks		x	X	
- Criminal History	Check for active criminal record	x	X	
- Social Insurance Number (SIN) Verification	Legitimate SIN	x	X	
- Credit Checks	Determine financial stability	x	X	
- Motor Vehicle Report	Check driving abstract	x	X	
- Professional Designation	Confirm accreditation	x	X	
- Employment Verification	Verify employment history	x	X	
- Educational Confirmation	Assess education history	x	X	
Drug and Alcohol Testing	Avoid safety risks arising as a result of impairment of ability to carry out safety-sensitive job functions or it is relevant in the investigation of a safety-related incident	x	X	
Drug & Alcohol Policy	Avoid safety risks arising as a result of impairment of ability to carry out safety-sensitive job functions or it is relevant in the investigation of a safety-related incident	x	x	x
Confidentiality of Our Company and Customer Information	Meet job requirements	x	x	x
Operator Certification	Under review	x	x	x

Drug and Alcohol Policy

While on the premises of our Company and while conducting business related activities off the premises of our Company, an employee may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. If the employee is participating in a company function or conducting business in a social environment that is serving alcohol they need to use good judgment if they need to conduct job functions after this event. If a level one employee is returning to a job function they should not consume alcoholic beverages. However, it is recognized that an absolute prohibition is not always realistic and at the very least employees must restrict their intake so it does not impair their ability to perform their job.

The Company recommends that you have a designated driver if you have consumed alcohol at any company sponsored event or while you are conducting company business at any time and/or place (i.e. business lunch with client, etc.).

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Each employee needs to ensure that they are capable of performing their job duties whether they are in the office or at a customer site. Any employee reporting for work whose abilities to perform their job functions as a result of alcohol, illegal drugs or other controlled substances will be asked to leave the premises but, in view of their condition, will be provided transportation in order that they arrive home safely.

All employees will be expected to comply with a request made by the company to submit to a drug and alcohol test. An independent third party laboratory does drug and alcohol testing. The tests are conducted in the strictest of confidence and the tester, SRD and employee would only see such results. Positive test results may mean the employee will be required to participate in a rehabilitation program or a change of job functions or reassignment to a position that is not safety-sensitive. Employees failing to progressively participate in a rehabilitation program may be cause for dismissal. All appropriate actions would be discussed with the manager and the employee involved.

By starting or continuing his or her employment with the company, the employee will need to complete an "Applicant Authorization and Consent Form" for testing to take place or to release information that will be used to conduct drug and alcohol testing. By completing this form, the employee is agreeing to the terms of this drug and alcohol policy and authorizes the laboratory to provide the test results to SRD in order to assess the employment status.

If an employee is having a drug or alcohol problem there is third party confidential assistance available for employees in Canada through the Employee Assistance Program at 1-877-630-6701 and for employees in the United States available through Employee Assistance Program at 1-800-828-6025 or 1-508-842-2780. Please refer to the "[Employee Assistance Program](#)" section of this document for additional details.

Confidentiality of Our Company and Customer Information

Our employees occupy a position of trust and confidence with respect to affairs of the company. During the course of employment they may be given access to confidential information about the company, customers, and its affairs. These areas are collectively referred to as confidential information and are the sole property of the company.

One of the most serious responsibilities is to safeguard this information and have a thorough understanding of the employee's obligations to the company. We require, as a condition of

employment, that each employee reads, understands and signs the “Inventions and Confidential Agreement” and also the “Information Security Policy”.

A sample “Inventions and Confidential Agreement” form is given below.

Agreement Regarding Inventions & Confidential Information

As a valued employee of Telvent USA Inc., you occupy a position of trust and confidence with respect to the affairs of the company. During the course of your employment with the company, you may be given access to confidential information about the company, its customers, and its affairs that you would not be privileged to know except for your association with the company. The above areas are collectively referred to as Confidential Information and are the sole property of the company.

As an employee, one of your most serious responsibilities is to safeguard this information and have a thorough understanding of your obligations to the company. Telvent USA Inc. requires, as a condition of employment, that you read, understand, and sign this Invention and Confidential Information Agreement.

I. Confidential Information

I, Name, acknowledge that as an employee of Telvent USA Inc., I occupy a position of trust and confidence with respect to the affairs of the company and that during the course of my employment with the company, I may be given access to confidential information about the company, its customers, products, and affairs that I would not be privileged to know except for my association with the company. I understand that certain documentation and information must be kept secret and confidential, and must not be disclosed by me, unless I am authorized to do so. This includes, but is not limited to all information and documentation pertaining to:

- Telvent USA Inc. software and systems, including without limitation, systems design, programming and engineering information (whether in the form of specifications, drawings, descriptions, software listings, and/or software media), and all software that is part of the company's library, and any modified or new software produced by third parties.
- Patents, inventions, secret processes, production methods;
- Marketing and sales information, including price lists, installation lists, customer lists, quotations, costing methods, purchasing methods, and information about company channels partners, resellers, systems integrators, subcontractors and suppliers etc.;
- Financial information about the company;
- Personnel information, such as details about compensation or other terms of employment, actual or proposed hiring, promotions, resignations, terminations and other employee information;
- Product development strategies and plans.

All of the foregoing is referred to as Confidential Information and is deemed to be the sole and exclusive property of Telvent USA Inc..

I acknowledge that I did not have at the commencement of my employment, nor do I now have, any agreement or obligation outstanding with any of my former employers which would restrict, limit or prohibit any or all of my work with the company. I do not have in my possession any confidential or proprietary information or trade secrets, used by any of my former employers.

II. Non-Disclosure

During my employment and thereafter, I will not use, reproduce, or disclose, directly or indirectly, any Confidential Information unless specifically authorized to do so on behalf of the company.

- I will keep all Confidential Information strictly confidential and take all necessary precautions to prevent unauthorized disclosure of the Confidential Information;
- I will not disclose, or allow access to, the Confidential Information to any third party, without the company's prior consent in writing;
- I will not copy, or allow to be copied, or remove from company premises, any Confidential Information unless specifically authorized to do so for company business;
- I will not use any Confidential Information for my own or any other purposes, except for purposes related to my employment with the company. In particular, I will not use either on my own behalf or on behalf of any other person or entity, any of the Confidential Information for creating, maintaining or marketing any computer program or software which is competitive with any computer program owned or developed by the company.

III. Precautions

I will not remove confidential materials from company premises without the expressed permission of management, and only as required for company business.

When I remove materials, I will treat them with care to prevent their disclosure to unauthorized persons and will promptly return the materials when finished, or at any time upon the request of the company. I acknowledge that all copies are property of the company and must be treated with the same level of confidentiality and secrecy as any other confidential materials.

I will comply with all present and future policies of the company regarding confidentiality and protection of company information, including, without limitation, the Information Security Policy attached to this Agreement.

IV. Software Code and Other Works of Authorship, Inventions and Patents

As an employee of the company, I may be able to contribute to inventions, improvements to existing inventions, discoveries, formulae, processes, designs, trade secrets, or other useful technical information. I acknowledge and agree that all inventions, improvements, discoveries, developments, computer software and documentation and other works of authorship, whether patentable or not, which are written, conceived or developed by me either alone or jointly with others during my employment with the company ("Developments") shall be the sole property of the company and shall be promptly disclosed to the company. On request, I will sign all such documentation as may be necessary to confirm the company's right, title and interest in all such Developments and I waive all moral rights arising under the *Copyright Act* (Canada) as amended (or any similar successor legislation). I will ensure that the company is provided with a copy of all working papers, notes and memoranda which are made or obtained in relation to any Developments.

I acknowledge that these are considered to be Confidential Information, are the sole property of the company, and are subject to the terms of this agreement. I agree, at the request of the company, to make application in due form for letters, patents, and copyrights on any such inventions, improvements, applications, issued patents and copyrights.

V. Non-Solicitation

- (a) During my employment with the company and for a period of one (1) year following termination of my employment, however caused, I will not, either on my own behalf or on behalf of any other person or entity, hire or cause to be hired any employee of the company nor will I initiate or participate in the recruitment of any company employees to leave their employment with the company to work for any other entity.
- (b) I further agree that for a period of one (1) year following termination of my employment with the company, however caused, I will not, either on my own behalf or on behalf of any other person or entity, solicit orders from any entity which was a customer of the company during my employment, for any products, software or systems similar to those sold or licensed by the company.

VI. Termination of Employment

I agree that upon termination of my employment with Telvent USA Inc., I will leave with the company all software, drawings, manuals, letters, memos, notes, notebooks, reports, and any other materials (including all copies of such materials) that are in my possession relating to confidential information or the business of the company, except as may have been revealed in generally available publications.

I agree that the terms of this agreement shall survive the term of my employment by the company and that I will disclose the existence and terms of this agreement to any future employer(s) or other persons from whom I may be compensated (either directly or indirectly) or with any other entity with whom I may become affiliated.

VII. Acknowledgment

I acknowledge that I have read this agreement and understand my obligations, and agree to abide by all its terms, which shall survive the termination of my employment with Telvent USA Inc. and shall be binding on my heirs, legal representative, and assigns.

Signed: _____

Accepted By: _____

Employee: _____

Signature: _____

Date: _____

Title: _____

TELVENT Created: September 16, 2003 Revised: November 12, 2004 SRD Information Security Policy Information is vital to the economic well being of the organization. Proprietary source code, design plans, program documentation, marketing databases, and numerous other data that are stored on the Telvent Information System are all critical business assets, and as such they must be protected. Protecting the confidentiality, integrity, and availability of information resources is a priority for all employees at all levels of the company. Network Service Access Access to the Telvent Information System, including desktop PCs, network servers, Intranet pages, and in-house networks shall be restricted to Telvent employees only. Limited or supervised access may be provided to non-employees, such as contractors and customers, on the basis of job requirement, contractual obligation, or other criteria. Prior approval from the ITM Department is required before granting access to non-employees. Internet Any connection between Telvent's network and the Internet presents the opportunity for outsiders to attempt to access corporate systems and information. It is therefore extremely important that such a connection is secure, controlled, and monitored. Telvent has installed a firewall to assure the safety and security of the company's networks. Employees shall not attempt to disable, defeat, or circumvent our Internet security facilities. Due to its unregulated and wide-open nature, the Internet is not deemed to have the integrity necessary for conducting regular business transactions. The security, privacy, and integrity of Internet communications cannot be relied on. Files containing proprietary or sensitive data that are transferred in any way across the Internet must be encrypted. Skepticism regarding the integrity of information is warranted. Remote Access & Modems Any connection between Telvent's network and a remote system presents the opportunity for outsiders to attempt to access corporate systems and information. It is therefore extremely important that such a connection is secure, controlled, and monitored. Telvent has installed a dial-in modem bank with strong user authentication to assure the safety and security of the company's networks. Employees shall not attempt to disable, defeat, or circumvent our remote access security facilities. Computers that use modems to create inbound or outbound data connections bypass Telvent's security mechanisms. Therefore, the use of modems to connect to any external computer system for non-business use is strictly prohibited. Employees may utilize dial-out or leased-line communications for business purposes, such as project requirements or customer support, under the following provisions: 1. The computer used for remote access is physically isolated from Telvent's internal networks. 2. The modem is used by OASyS for dial-out RTU polling. 3. The connection is used for simple terminal dial-out, and the modem has a auto-answer disabled.	TELVENT Created: September 16, 2003 Revised: November 12, 2004 SRD All other remote access and modem connections, including dial-out PPP customer support and in-house testing of rescue modems, must be reviewed by the ITM Department to evaluate potential security risks and ensure that adequate precautions have been taken. Authorization and Passwords Employees shall not use a password or access any electronic information unless authorized to do so. Unauthorized access is prohibited. Employees should treat information as confidential and not attempt to gain access without the prior approval of the owner. Employees are responsible for maintaining the privacy of their passwords and access codes, and shall not disclose their passwords to peers or persons outside Telvent. Data Confidentiality and Integrity It is the responsibility of every employee to protect the confidentiality of accessible information. Printed media containing confidential information shall be shredded. All electronic media with confidential information should be overwritten prior to disposal. Employees should use password-protected screensavers on their computers when away from their desks for any extended period of time. Employees who use laptop computers should encrypt or password protect any files or directories containing confidential or sensitive information. Employees should regularly backup their working files to external tape or network disk. All backup media should be stored in a location that is protected from unauthorized access. Employees should periodically scan their files for computer viruses. In addition, all files received on removable media such as floppy disks or through electronic file transfers, including E-mail attachments, should be scanned with anti-virus software before being accessed. Enforcement In order to enforce this policy, the ITM Department intends to perform periodic audits of the Information System. Any employee who violates this policy shall be subject to discipline, up to and including discharge. Name: _____ Signed: _____ Date: _____ Accepted By: _____ Signed: _____ Title: _____
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6.3 Joint Task Force Background Checks

Individuals need to complete a FHP Background Check / Joint Task Force (JTF) Security Clearance if they are seeking employment with the following agencies.

- o Road Rangers
- o Any employee with access to the FHP Statewide Law Enforcement Radio System (SLERS)
- o RTMC employees, where the RTMC is collocated with FHP

As part of this JTF security clearance, all potential and current RTMC employees will have a live fingerprint scan completed and will fill out the Electronic Fingerprint Confirmation Form and the 4 forms required by the JTF Security Clearance Application Instructions.

The initial live fingerprint scanning session will be provided by MCCO personnel onsite at the RTMC. This service may be provided for future scans, but it is possible that the individual will have to use the alternate method. Instructions for this alternative method are given below.

- o Contact your local Florida Drivers License Office to set up an appointment.
- o The RTMC Operations Manager will inform the Florida Drivers License Office that the RTMC is sending personnel for a live finger print scan for a FHP background check.
- o Upon arrival at the location, remind the Florida Drivers License Office representative that these fingerprints need to be saved in the FHP file.
- o The Electronic Fingerprint Confirmation Form must be completed by the individual and signed by a Drivers License Office representative at the time of the live fingerprint scan.
- o This original form will be sent along with all other completed documents to the FDOT RTMC Project Manager.

All required documentation must be complete, accurate, signed, and mailed to the FDOT RTMC Project Manager. The FDOT RTMC Project Manager will then mail and e-mail all the completed documents with the original signatures to Major Steve Williams.

Security Clearance may be denied for the following reasons.

- o The applicant has been convicted of a felony offense
- o The applicant is currently on probation for any offense or has charges pending (felony or misdemeanor)
- o The applicant has been convicted of a misdemeanor offense involving any type of theft, violence, or drug offenses within the past three years
- o The applicant's drivers license is currently suspended or revoked for any reason
- o The applicant has been convicted of a crime involving domestic violence or currently has a restraining order involving domestic violence or threats
- o The applicant has been arrested for any charge involving resisting arrest, battery, or assault on a law enforcement officer
- o The applicant is wanted for any criminal offense
- o The applicant is illegally residing in or is not approved to work in the United States
- o The identification of adverse intelligence information on the applicant
- o At the discretion of the Security Manager based on any other adverse information regarding the applicant

A sample of the Electronic Fingerprint Confirmation Form is given below.



ELECTRONIC FINGERPRINT CONFIRMATION FORM

This form is to be completed by the employee and signed by a representative from the Florida Department of Highway Safety & Motor Vehicles, Driver License Office. This form is to confirm the completion of electronic fingerprint scanning. This form is to be turned in with all the required Florida Highway Patrol / Joint Task Force Security Clearance documentation for employment at the Florida Department of Transportation District 1 Southwest Regional Transportation Management Center / Florida Highway Patrol Troop F Fort Myers Communication Center.

Complete this form and mail to: Captain Terry C. Davis
Florida Highway Patrol
4700-3 Terminal Drive
Fort Myers, FL 33907

Date of Scan: _____

Employee Name: _____

Florida Department of Highway Safety & Motor Vehicles
Driver License Office Location:

Florida Department of Highway Safety & Motor Vehicles
Driver License Office Representative Name:

Florida Department of Highway Safety & Motor Vehicles
Driver License Office Representative Signature:

Samples of the 4 required JTF Security Clearance forms are given below.

JOINT TASK FORCE FOR LAW ENFORCEMENT COMMUNICATIONS STATE LAW ENFORCEMENT RADIO SYSTEM (SLERS) APPLICATION FOR SECURITY CLEARANCE Name: _____ Sex: _____ Race: _____ Date of Birth: _____ Place of Birth: _____ Social Security Number: _____ Current Drivers License Number: _____ State: _____ Height: _____ Weight: _____ Hair Color: _____ Color Eyes: _____ Current Address: _____ <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 30%;">Street</td> <td style="border-bottom: 1px solid black; width: 30%;">City</td> <td style="border-bottom: 1px solid black; width: 20%;">State</td> <td style="border-bottom: 1px solid black; width: 20%;">Zip</td> </tr> <tr> <td colspan="4">Previous Address(es)</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Street</td> <td style="border-bottom: 1px solid black;">City</td> <td style="border-bottom: 1px solid black;">State</td> <td style="border-bottom: 1px solid black;">Zip</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Street</td> <td style="border-bottom: 1px solid black;">City</td> <td style="border-bottom: 1px solid black;">State</td> <td style="border-bottom: 1px solid black;">Zip</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Street</td> <td style="border-bottom: 1px solid black;">City</td> <td style="border-bottom: 1px solid black;">State</td> <td style="border-bottom: 1px solid black;">Zip</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Street</td> <td style="border-bottom: 1px solid black;">City</td> <td style="border-bottom: 1px solid black;">State</td> <td style="border-bottom: 1px solid black;">Zip</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Street</td> <td style="border-bottom: 1px solid black;">City</td> <td style="border-bottom: 1px solid black;">State</td> <td style="border-bottom: 1px solid black;">Zip</td> </tr> </table> THIS INFORMATION IS REQUIRED FOR IDENTIFICATION PURPOSES. AFTER COMPLETION OF THE PACKAGE CONTAINING THIS FORM, THE PERSONAL INQUIRY WAIVER, AND YOUR COMPLETED FINGER PRINT CARD, IT SHOULD BE SUBMITTED TO: Major Steve Williams JTF Security Manager Florida Highway Patrol 2500 Apalachee Parkway, MS 45 Tallahassee, Florida 32399 JTF Application for Security Clearance Revised 11/06/03	Street	City	State	Zip	Previous Address(es)				Street	City	State	Zip	Street	City	State	Zip	Street	City	State	Zip	Street	City	State	Zip	Street	City	State	Zip	JOINT TASK FORCE FOR LAW ENFORCEMENT COMMUNICATIONS STATE LAW ENFORCEMENT RADIO SYSTEM (SLERS) NON-DISCLOSURE AGREEMENT Employee or Contractor Name: _____ Agency or Business Name: _____ Agency or Business Address: _____ Agency or Business Telephone: _____ NOTE: Failure to complete ALL blank portions of this form will result in your application not being processed and returned to you for completion. I, _____, do hereby agree to uphold the policies and procedures adopted by the Joint Task Force on State Law Enforcement Communications to safeguard the information and associated resources that may be entrusted to me, or that I may come into contact with, and, agree to report violations of policies or procedures to the JTF Security Manager, Information Security Officer, State Technology Office, or my immediate supervisor. _____ Signature of Employee or Contractor _____ Date JTF Non-Disclosure Agreement Revised 11/06/03															
Street	City	State	Zip																																									
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JOINT TASK FORCE FOR LAW ENFORCEMENT COMMUNICATIONS STATE LAW ENFORCEMENT RADIO SYSTEM (SLERS) PERSONAL INQUIRY WAIVER Authority for Release of Information TO: Concerned Person or _____ Authorized Representative _____ Of Any Organization, Institution _____ Or Repository of Records _____ APPLICANTS NAME: _____ DATE OF BIRTH: _____ SOCIAL SECURITY NO.: _____ I respectfully request and authorize you to furnish to the Department of Highway Safety and Motor Vehicles, Division of Florida Highway Patrol any and all information that you may have concerning my work record, school record, military record, criminal record, financial and credit status. This information is to be used in determining my qualifications and fitness to have access to equipment and facilities which comprise the State Law Enforcement Radio System of the State of Florida. I hereby release you, your organization or others from any liability or damage which may result from furnishing the information requested above. _____ Applicants Signature _____ Date _____ Address _____ City, State & Zip Code AFFIDAVIT STATE OF _____ COUNTY OF _____ Before me personally appeared the said _____ who said that he/she executed the above instrument of his/her own free will and accord, with full knowledge of the purpose therefore. Sworn to and subscribed in my presence the _____ day of _____, _____ My Commission Expires: _____ _____ Notary Public JTF Personal Inquiry Waiver Revised 11/06/03	JOINT TASK FORCE FOR LAW ENFORCEMENT COMMUNICATIONS STATE LAW ENFORCEMENT RADIO SYSTEM (SLERS) REQUEST FOR SECURITY LEVEL Upon completion of the security clearance and after signing the non-disclosure agreement, the following access is requested. NAME: _____ VENDOR: _____ PHYSICAL ACCESS <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Prime Site(s)/ IMC Sites</td> <td>Yes _____ No _____</td> </tr> <tr> <td>Transmit/Receive Sites</td> <td>Yes _____ No _____</td> </tr> <tr> <td>Dispatch Centers</td> <td>Yes _____ No _____</td> </tr> <tr> <td>ESK Programming Card</td> <td>Yes _____ No _____</td> </tr> <tr> <td>Encryption Key Loader</td> <td>Yes _____ No _____</td> </tr> </table> INFORMATION ACCESS OMNI ZONE/CSD COMPUTER <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Super manager</td> <td>Yes _____ No _____</td> <td>(Maximum 3)</td> </tr> <tr> <td>DMS/STO Manager</td> <td>Yes _____ No _____</td> <td>(JTF Board Approval)</td> </tr> <tr> <td>Agency Manager</td> <td>Yes _____ No _____</td> <td>(Security Manager Approval)</td> </tr> <tr> <td>Dispatcher</td> <td>Yes _____ No _____</td> <td>(No limit)</td> </tr> </table> COMPUTER AIDED DISPATCH <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Super manager</td> <td>Yes _____ No _____</td> <td>(Maximum 3)</td> </tr> <tr> <td>Administrator</td> <td>Yes _____ No _____</td> <td>(JTF Board Approval)</td> </tr> <tr> <td>Supervisor Administrator</td> <td>Yes _____ No _____</td> <td>(Security Manager Approval)</td> </tr> <tr> <td>Supervisor Dispatcher</td> <td>Yes _____ No _____</td> <td>(No limit)</td> </tr> <tr> <td>Dispatcher</td> <td>Yes _____ No _____</td> <td>(No limit)</td> </tr> <tr> <td>Call Taker</td> <td>Yes _____ No _____</td> <td>(No limit)</td> </tr> <tr> <td>Field Offices</td> <td>Yes _____ No _____</td> <td>(No limit)</td> </tr> </table> MESSAGE SWITCH Access must be obtained through Security Manager, DMS/STO Manager, or DMS/STO Regional personnel. FOIC/NCIC - HOST COMPUTER No access to this system, Law Enforcement Use Only. DIAL UP ACCESS Specify system or location and level of access needed: _____ _____ _____ Signature _____ Title _____ Date _____ JTF - Request for Security Level Revised - 02/28/04	Prime Site(s)/ IMC Sites	Yes _____ No _____	Transmit/Receive Sites	Yes _____ No _____	Dispatch Centers	Yes _____ No _____	ESK Programming Card	Yes _____ No _____	Encryption Key Loader	Yes _____ No _____	Super manager	Yes _____ No _____	(Maximum 3)	DMS/STO Manager	Yes _____ No _____	(JTF Board Approval)	Agency Manager	Yes _____ No _____	(Security Manager Approval)	Dispatcher	Yes _____ No _____	(No limit)	Super manager	Yes _____ No _____	(Maximum 3)	Administrator	Yes _____ No _____	(JTF Board Approval)	Supervisor Administrator	Yes _____ No _____	(Security Manager Approval)	Supervisor Dispatcher	Yes _____ No _____	(No limit)	Dispatcher	Yes _____ No _____	(No limit)	Call Taker	Yes _____ No _____	(No limit)	Field Offices	Yes _____ No _____	(No limit)
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Dispatcher	Yes _____ No _____	(No limit)																																										
Call Taker	Yes _____ No _____	(No limit)																																										
Field Offices	Yes _____ No _____	(No limit)																																										

7 Employee Assistance Program

Telvent Farradyne offers the Employee Assistance Program (EAP) to all employees as a free and confidential service to assist you if and when you need help with work, home, personal or family issues.

One toll-free call to “The Wellness Corporation” can help you find solutions to problems like these. Every call is answered by a licensed or certified professional on the Masters or Doctoral level, who can help in a variety of ways including:

- o **Telephone consultations** - speak confidentially with an expert consultant to help clarify your issue, sort through your options and contract an effective and affordable resource.
- o **Personalized searches and referrals** - our consultants will work with you to develop a list of referrals for various types of services in your community.
- o **Face to face consultations** - if needed, the consultants can arrange up to five in-person sessions, per problem, per household, for you to talk with a counselor.
- o **Educational materials** - free booklets, videos and tip sheets on a wide range of topics.
- o **Legal Services** - you can speak to an attorney over the phone for up to thirty (30) minutes at no cost to you.
- o **Eligibility:** Employees must be a permanent full-time or permanent part-time employee.

The plan is administered by The Wellness Corporation.

You may reach a Wellness Corporation representative anytime, day or night at 1-800-828-6025 or by visiting their comprehensive website at www.WellnessWorkLife.com.

8 Leaves of Absence

To be eligible for leave, an employee must have been working for the organization for at least 12 months in total and must have worked at least 1,250 hours during the 12-month period before the request for leave.

The Leave of Absence Request form is mentioned several times in this section. A sample of this form is given below.

TELVENT		Creation Date: June 29, 2004 Revision Date: June 29, 2004 SRD
Leave of Absence Request		
Last Name: _____ First: _____ Dep. No: _____ Date: _____ Emp. No.: _____ Hire Date: _____		
Instructions: Please check off appropriate section and complete all information within that section. Retain one copy and forward form for approvals.		
Type of Leave Of Absence		
☐ Educational ☐ Maternity/Parental ☐ Civil ☐ Personal ☐ Other _____		
From: _____		To: _____
Comments:		
Signatures		
Mgr	_____	_____
	Signature	Date
Sr. Mgr	_____	_____
	Signature	Date
SRD	_____	_____
	Signature	Date
Exec VP	_____	_____
	Signature	Date
SRD Processing Comments		
Benefits:	_____	STD: _____
401k:	_____	Vacation: _____
FMLA:	_____	LTD: _____
Other:	_____	

8.1 Family and Medical Leaves of Absence (FMLA)

It is company policy to grant up to 12 weeks of family and medical leave during any 12 month period to eligible employees, in accordance with the Family and Medical Leave Act of 1993. The leave may be paid leave, unpaid leave, or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

An eligible employee may elect to substitute any accrued paid vacation leave, personal leave, family leave, or other paid employment benefit plans or policies for any part of the 12 weeks of leave to which the employee may be entitled under the policy. Please note that under the FMLA, an employer may require an employee to substitute such paid leave for any part of the 12-week period.

An employee must provide at least 30 days advance notice before FMLA leave is to begin if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or family member. The employee should complete the FMLA Request for Leave and submit to Strategic Resource Development. Should the circumstances for the leave request become a medical emergency, you should provide at least verbal notice indicating your need for FMLA qualifying leave.

Family Care Leave

A family care leave is a leave for the reason of:

- o The birth of a child of the employee
- o The placement of a child with an employee in connection with the adoption or state approved foster care of the child by the employee
- o The serious health condition of a child, parent, or spouse

For purposes of this policy, child means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under 18 years old or a dependent adult. Parent means a biological, foster, or adoptive parent, a stepparent, a legal guardian, or a person standing in loco parentis. Parent does not include a parent-in-law.

Serious health condition means an illness, injury, impairment, or physical or mental condition of a child, parent, or spouse that warrants the participation of a family member to provide care during a period of treatment or supervision of the child, parent, or spouse and also involves either an inpatient facility or continuing treatment or continuing supervision by a health care provider. In the case of medical conditions, the company may find it necessary to inquire further to determine if the leave is because of a serious health condition and may request medical certification to support the need for such leave.

Medical Care Leave

A medical care leave is a leave taken when the employee is unable to perform the functions of his or her job because of a serious health condition.

8.2 Short Term Disability Plan

When an employee is absent for 7 consecutive calendar days, they are eligible for Short Term Disability if they meet all the requirements outlined below. There is a 5 working day waiting period before Short Term Disability commences. The first 5 working days of illness can be covered by the occasional sick leave plan, assuming the employee has not used all 7 days of their sick leave entitlement. Employees who have not accrued enough sick time can be credited the time at the supervisor's discretion. If the employee has used all of their sick leave entitlement for the year, they may have to take 5 days without pay or use their vacation or banked time at the supervisor's discretion. The next 25 weeks are covered by the Short Term

Disability Plan. Benefits under the Short Term Disability Plan commence on the 6th working day of absence and are service related as outlined in the following schedule.

Number of Weeks at:

Length of Service	100% of Salary	60% of Salary
Less than 3 months	N/A	N/A
3 months but less than 1 year	3	22
1 year but less than 2 years	6	19
2 years but less than 3 years	9	16
3 years but less than 4 years	11	14
4 years but less than 5 years	14	11
5 years and over	25	N/A

The level of benefits will be based on your entitlement at the commencement of disability and payments are on normal bi-weekly pay days.

A recurring disability within 60 working days of an initial disability will be treated as a continuation of the initial period of illness. Benefits will be reinstated immediately if a new unrelated disability occurs during the 60 day reinstatement period.

For additional details on the Short Term Disability Plan, please refer to the Telvent USA Employee Handbook.

8.3 *Maternity Leave*

It is the policy of Telvent Farradyne to grant leave of absence for maternity purposes. This leave shall be without pay. The company may require an employee to take leave of absence at any time during pregnancy should her performance of attendance be unreasonably affected.

Pregnant employees are eligible provided that completion of one year of company service precedes the commencement of the leave; however, provincial statutes take precedence where eligibility would be less service.

An employee must complete the Leave of Absence Request Form and obtain approval from the RTMC Operations Manager, RTMC Contract Manager, Strategic Resource Development, and the executive Vice President at least 6 weeks in advance of the intended commencement of the Maternity Leave. Forward the approved form and a medical certificate indicating the expected delivery date to Strategic Resource Development.

Employees must provide at least 4 weeks written notice of the intended date of return, or notice of resignation. An employee granted pregnancy leave shall return to the position held prior to the leave, making no less than the earning and benefits when the leave started.

8.4 *Personal Leave*

Telvent Farradyne may provide an unpaid personal leave to permanent full-time employees under special circumstances provided that such leaves do not significantly affect efficient company operations.

It is considered that the following are legitimate reasons for which a personal leave may be requested or granted:

- o Health reasons, accident or disability not covered by a compensation program
- o Compassionate grounds – death, serious illness, or difficulties in immediate family
- o Civic duty
- o Personal necessity
- o Education
- o Other reasons at the discretion of management

Personal leave is up to 30 days and anything over that would be an exception to the policy. No personal leave shall exceed six months duration.

An employee granted a personal leave of 30 days or less shall return to the position held prior to taking the leave or to a comparable position. This provision does not apply where the employee would not have otherwise retained the position, had the leave not been taken. In this case, the employee will be placed in an alternative position, taking into consideration ability and company service.

For additional details on the Short Term Disability Plan, please refer to the Telvent USA Employee Handbook.

8.5 *Personal Appointments*

Employees are required to make arrangements for dental and medical appointments on their own time. However, if it is impossible to arrange appointments outside the working hours, reasonable time off will be granted at the discretion of the RTMC Operations Manager.

8.6 *Bereavement*

Employees are entitled to 3 days of paid time off or such additional time as may be necessary, depending upon the individual circumstances involved (traveling, etc.) to a maximum of 5 days, in the event of a death of a member of the employee's immediate family.

Immediate family members are defined to include: spouse, child, parent, grandparent, brother, sister, and in-law equivalents.

If an employee suffers bereavement leave as described above while on a paid vacation, Telvent Farradyne will consider making arrangements for the employee to be credited for the time lost due to the bereavement, for up to 3 days.

8.7 *Jury Duty*

Telvent encourages employees to fulfill their civic responsibilities by serving jury duty when required. To be eligible, all employees must have completed their probationary period. While serving jury duty, Telvent Farradyne will continue to pay the employee's salary, less any money paid to the employee by the Courts. Once summoned, the employee must submit a copy of the summons to Strategic Resource Development. Employees are expected to report for work whenever the court schedule permits.

Telvent Farradyne may appeal to the courts for an exemption from jury duty where the loss of key personnel at a crucial time may have a detrimental effect on the company. Accordingly, Strategic Resource Development must be notified to pursue such an exemption.

Telvent Farradyne will continue to provide health insurance benefits for the full term of the jury duty absence. Vacation, sick leave, and holiday benefits will continue to accrue during jury duty leave.

8.8 *Witness Duty*

Jury Duty pay will also be granted if an employee is subpoenaed to appear in court as a witness.

A copy of the subpoena should be given to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence.

8.9 *Court Appearance*

Vacation or unpaid personal leave must be taken for any court appearance other than jury duty or appearance pursuant to a subpoena.

8.10 *Time Off to Vote*

Telvent Farradyne encourages all eligible employees to participate in the election of government leaders at all levels and will help coordinate work time so that all those who wish to vote will have time.

8.11 *Public Office, Military Service, Community Service, Amateur Sports/Arts*

Permanent full-time Telvent employees participating in public or community affairs may be eligible for a Public Service Leave of Absence. Employees are encouraged to participate in these activities outside work hours or on scheduled vacations. Should the employee require additional time off for these activities, they must complete the Leave of Absence request form and submit it to their manager for the required approvals prior to the leave. Approval will be based on company needs at the time of the request.

Compensation and benefits will be adjusted to reflect the leave. Employees will not receive pay for the hours that they are on leave. Benefits will be adjusted accordingly:

- o If the leave is up to 30 days the employee will be eligible for Telvent's benefit plan with the exception of LTD. As the employee is not receiving pay for this time, they can continue to receive the Telvent savings plan matching providing they provide post dated checks for this period.
- o If the leave is over 30 days, the employee will only be eligible to participate in Telvent's Health and Dental program at the employee's expense.

Employees will not accumulate company service on these leaves and vacation/sick time will be prorated for the year.

8.12 *Military Family Leave*

On January 28, 2008 President Bush signed into law an amendment for FMLA to provide eligible employees working for covered employers two additional leave rights relating to military

service. Amendments to federal laws must be adhered to and implemented in the United States, so Telvent has adopted this amendment into their company policy.

NOTICE

Military Family Leave

On January 28, President Bush signed into law the National Defense Authorization Act for FY 2008 (NDAA), Public Law 110-181. Section 585(a) of the NDAA amended the FMLA to provide eligible employees working for covered employers two important new leave rights related to military service:

- (1) New Qualifying Reason for Leave.** Eligible employees are entitled to up to 12 weeks of leave because of “any qualifying exigency” arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation. By the terms of the statute, this provision requires the Secretary of Labor to issue regulations defining “any qualifying exigency.” In the interim, employers are encouraged to provide this type of leave to qualifying employees.
- (2) New Leave Entitlement.** An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered servicemember who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the servicemember. This provision became effective immediately upon enactment. This military caregiver leave is available during “a single 12-month period” during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

Additional information on the amendments and a version of Title I of the FMLA with the new statutory language incorporated are available on the FMLA amendments Web site at http://www.dol.gov/esa/whd/fmla/NDAA_fmla.htm.



8.13 Educational Leave

The company encourages employees to improve their educational qualifications in areas that will benefit both the employee's career and their contribution to the company by providing an educational leave to eligible individuals.

All permanent full time employees are eligible provided they have completed one year of continuous company service.

Approval of an educational leave is based on the requested field of study and a review of the employee's performance. One criterion for approval is that there must be an obvious long-term benefit both to the employee's career with the company and to the company itself.

To request an Educational Leave, complete the Leave of Absence Request Form and obtain approval from the RTMC Operations Manager, RTMC Contract Manager, and Strategic Resource Development at least three months in advance of the intended date of the leave. Attach details concerning the nature of the courses to be studied, the degree or accreditation to be attained and the educational institution's documentation of acceptance. Forward the approved form to Strategic Resource Development.

9 Control Room Management

9.1 Control Room Overview

The FDOT District 1 SWIFT SunGuide Center operations staff and FHP dispatch are both collocated in the RTMC control room. The first two rows of desks in front of the video wall belong to the RTMC operations staff and the back rows belong to FHP dispatch. For additional control room design details, please refer to picture in the [“RTMC – Control Room Layout”](#) section of this document.

9.2 Hours of Operation

The RTMC is staffed and operated 24 hours a day, 365 days a year.

9.3 Staffing

Eight-hour shifts are scheduled for all operators and shift supervisors throughout the week. The shifts are as follows.

- o 0530 to 1400 hours with a ½ hour meal break
- o 1330 to 2200 hours with a ½ hour meal break
- o 2130 to 0600 hours with a ½ hour meal break

Two operators and one shift supervisor are scheduled at the RTMC all times. The RTMC Operations Supervisor will work Monday through Friday from 0800 to 1700 hours, with a 60 minute lunch break.

Major incidents and special events such as multiple Level 3 incidents, hurricane evacuation, security threats, sporting events, or presidential visits may require additional staffing.

The number of operators will increase when the RTMC assumes responsibility of 511 operations.

The AM shift times are 0530 to 1400 hours to ensure that the morning staff arrives at the RTMC before AM rush hour traffic begins and departs before PM rush hour begins. The PM shift times are 1330 to 2200 hours to ensure that the evening staff arrives before PM rush hour begins and departs after most, if not all, lane closing construction activities commence. Construction projects normally begin between 1900 and 2200 hours. The midnight staff is scheduled from 2130 to 0600 hours to ensure that all lane closing construction activities are removed from the roadways before their departure from the RTMC.

9.4 Scheduling

The RTMC schedules are created and implemented by the RTMC Operations Manager. Modifications to the schedules for personnel demands are addressed by the RTMC Operations Supervisor.

All operators and supervisors are “on-call” employees and may be summoned to the RTMC or be required to stay past scheduled shifts with little notice. This “on-call” status is necessary to maintain adequate staff at the RTMC when the workload is excessive or the personal needs of staff members need to be accommodated. Operators and supervisors are expected to report for duty at the RTMC within one hour of being contacted by the Operations Supervisor.

The procedure that addresses vacant shift coverage by “on-call” employees is given below. This procedure ensures that all staff members are treated fairly. The part-time employee, full-

time employee, shift supervisor, and operations supervisor groups are contacted, respectively, to cover vacant shifts. Starting at the top of the group, the employees will be contacted in order until the vacant shift is covered. Employees that decline the opportunity or have a documented reason that they are unable to cover the vacant shift will be rotated to the bottom of their group. As a reward, the employee that covers the vacant shift can choose to remain at the top of the group instead of being rotated to the bottom.

Part-time operators may decline open shifts 3 times and all other staff members may decline 1 time in a 30 day period. Operators declining open shifts more times than allotted will receive:

- o A verbal warning for the first offense
- o A written warning for the second offense
- o Further disciplinary action for the third offense

The initial "Vacant Shift Coverage" schedule is as follows.

<u>Vacant Shift Coverage Worksheet</u>										
Operator Name:						Today's Date:				
Date of Call Out:						Reason:				
Part-Time Operators	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{***}
PT-Temp Operator #1									1	
PT-Temp Operator #2									2	
PT Operator #1									3	
PT Operator #2									4	
Full-Time Operators	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{***}
Full-Time Operator #1									1	
Full-Time Operator #2									2	
Full-Time Operator #3									3	
Full-Time Operator #4									4	
Full-Time Operator #5									5	
Shift Supervisors	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{***}
Shift Supervisor #1									1	
Shift Supervisor #2									2	
Shift Supervisor #3									3	
Shift Supervisor #4									4	
Shift Supervisor #5									5	
Operations Supervisor	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{***}
Operations Supervisor									1	

To illustrate the process, the following example is given. On January 19, 2008, a regularly scheduled operator takes a vacation day. The first part-time operator on the list is already scheduled to work, the second part-time operator declines, and the third part-time operator covers the shift. The third part-time operator decides to remain at the top of the list to increase the likelihood of additional work opportunities. The adjusted "Vacant Shift Coverage" schedule would be as follows.

<u>Vacant Shift Coverage Worksheet</u>										
Operator Name:							Today's Date:			
Date of Call Out:							Reason:			
Part-Time Operators	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{a,b}
PT Operator #1		x							1	
PT Operator #2									2	
PT-Temp Operator #1				x					3	
PT-Temp Operator #2			x				01/19/08	01/19/08	4	1
Full-Time Operators	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{a,b}
Full-Time Operator #1									1	
Full-Time Operator #2									2	
Full-Time Operator #3									3	
Full-Time Operator #4									4	
Full-Time Operator #5									5	
Shift Supervisors	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{a,b}
Shift Supervisor #1									1	
Shift Supervisor #2									2	
Shift Supervisor #3									3	
Shift Supervisor #4									4	
Shift Supervisor #5									5	
Operations Supervisor	Call-Out / Sick	Accepted / Filled	Declined / No Answer	Already Working	School / Work	Vacation	Date Last Declined	Other Decline Dates (Past 30 Days)	Call Order	Number of Declines ^{a,b}
Operations Supervisor									1	

A sample schedule for the RTMC operations staff positions is given below.

DECEMBER 2007 - JANUARY 2008

	30th	31st	1st	2nd	3rd	4th	5th
Supervisors	SAT	SUN	MON	TUE	WED	THU	FRI
Operations Supervisor			0800-1700	0800-1700	0800-1700	0800-1700	0800-1700
Shift Supervisor #1		AM	AM	AM	AM	AM	
Shift Supervisor #2	AM			PM	PM	PM	PM
Shift Supervisor #3	MID	MID	MID	MID	MID		
Shift Supervisor #4	PM	PM	PM			MID	MID
Shift Supervisor #5	VARIABLE						AM
On-Call Supervisor:	Ops. Super	Ops. Super	Ops. Super	Ops. Super	Ops. Super	Ops. Super	Ops. Super

	30th	31st	1st	2nd	3rd	4th	5th
Operators	SAT	SUN	MON	TUE	WED	THU	FRI
Full-Time Operator #1	AM			AM	AM	AM	AM
Full-Time Operator #2		AM	AM	AM	AM	AM	
Full-Time Operator #3	PM			PM	PM	PM	PM
Full-Time Operator #4		PM	PM	PM	PM	PM	
Full-Time Operator #5			MID	MID	MID	MID	MID

	30th	31st	1st	2nd	3rd	4th	5th
Part Time Operators	SAT	SUN	MON	TUE	WED	THU	FRI
PT Operator #1			AM			VARIABLE	AM
PT Operator #2	MID	MID	PM				PM
PT-Temp Operator #1							
PT-Temp Operator #2							

LEGEND:

AM	= 0530-1400
PM	= 1330-2200
MID	= 2130-0600
VARIABLE	= Vacation, Sick, Administrative, and Special Projects Coverage

9.5 *Breaks and Lunch*

Employees are encouraged to take breaks and lunch during the course of their shift. Breaks will include one 15-minute break before the lunch period and one 15-minute break following the lunch period. This break structure allows staff members to take a break during the 4 hours before lunch and another break during the 4 hours after lunch. These periods can not be combined with lunch to extend the lunch period. The break period can be broken into smaller, more frequent periods, but shall not exceed the 15-minute limit. Breaks may be restricted during emergency situations.

The lunch period is 30 minutes and shall be taken by all full time employees during their shift. Lunch will not be authorized during the AM rush hour (0630 to 0930 hours) or PM rush hour (1530 to 1830 hours) period. No lunch period is authorized for an operator working a 4 hour shift or less.

The break and lunch periods will be restricted to the RTMC building and property due to the immediate availability required of the position and the nature of the job duties. All personal business will be conducted during the break or lunch periods. This includes, but is not limited to, personal and cell phone calls.

Every effort will be made to assure that all employees are able to take their allowed breaks. Breaks are a privilege, however, and occasionally circumstances in the control room may make taking a break impossible. If this situation does happen to occur, please inform the RTMC Operations Manager or RTMC Operations Supervisor.

9.6 *Smoking Policy*

There will be no smoking inside or near the main entrance to the RTMC. Employees must only smoke in the assigned smoking areas. Smokers will not be afforded extra break time to smoke in excess of the normally allowed 15-minute morning and afternoon break periods. Additional detail can be provided upon request.

Persons who desire to smoke will insure that there are no active incidents and will ask for permission before taking a smoke break. If the employee is needed to manage an incident or another important job function, the smoke break must wait until the situation permits. The employee may also be called back early from this break to assist with an incident. The standard break policy noted in the "Breaks and Lunch" section of this manual applies to time management during break periods.

9.7 *Requests for Time-Off*

All operators must officially request time-off for vacation, personal days, comp days, and jury duty by completing the "Telvent Vacation Request" form. A sample of this blank form is located at the end of this section. This form must be entirely completed, signed, and presented to the RTMC Operations Supervisor or, when absent, to the RTMC Operations Manager. Every attempt to fulfill a time-off request will be taken, but no request is guaranteed. There may be times when a time-off request cannot be authorized.

All time-off requests will be handled on a first come first serve basis and are allowed to be submitted starting 2 months from the requested vacation day. If multiple requests are submitted at the same time, they will be authorized in the following order: amount of vacation time left, job title, and highest last four digits of social security number.

“Calling in sick” for any day off that was denied will result in disciplinary action. Refer to the [“Unplanned Leave”](#) section of this document for further details.

TELVENT

Created: June 2, 2006

Vacation Request

Telvent Farradyne

Name: _____

Employee No.: _____

Cost Center: _____

Hire Date: _____

This form must be completed for all vacation requests. Please forward to SRD once authorized.

Our vacation year runs from January 1 to December 31.

Vacation entitlement is based on length of employment as of December 31 of the *prior* year as follows:

Employment Duration	Vacation Days
0 -5 years	15 days
5 – 15 years	20 days
15 years or more	25 days

Dates requested: From: _____

To: _____

Total No. of days: _____

Last day of work before vacation leave: _____

A) Carryover vacation from last year: _____

B) Vacation entitlement for this year: _____

C) Total vacation entitlement: _____

D) Total vacation days taken this year
(including this request): _____

E) Vacation days remaining for this year
(after this request): _____

Please print this form before completing the remaining fields by hand.

Requestor's Signature: _____ Date: _____

Supervisor's Approval: _____ Date: _____

SRD Confirmation: _____ Date: _____

9.8 Shift Swapping with Other Staff Members

Schedule flexibility is one of the benefits of working in a 24/7/365 operation. If an employee has an appointment or engagement during a scheduled shift, they have the option to make arrangements with another operator to swap shifts. Once two operators agree on the shift swap, a “Shift Swap Request Form” must be completed and approved by the RTMC Operations Supervisor or the RTMC Operations Manager. A sample of this blank form is given below.

Shift Swap Request Form

1. Operator Requesting the Shift Swap: _____	
2. Operator Agreeing to the Shift Swap: _____	
3. Shift Swap	
Shift Giving Up (Date): _____	Time (Range): _____
Shift Taking (Date): _____	Time (Range): _____
4. Signature of Operator Requesting Time Off: _____ Date: _____	
5. Signature of Operator Requesting Time Off: _____ Date: _____	
6. Signature of Supervisor: _____ Date: _____	
Comments: _____	

9.9 Unplanned Leave

Unplanned leave is defined as a period of unscheduled absence resulting from unforeseen circumstances including personal illness, injury, medical quarantine, and family emergency. Employees unable to report as assigned due to illness, injury, or other special circumstances shall notify the RTMC Operations Supervisor *at least 8 hours before the start of the work shift* if possible. In the event the RTMC Operations Supervisor is not available, the next available supervisor will be notified. Voice mail and e-mail messages will not substitute for direct contact. *A minimum of 2 hours notice should be provided to management in order to allow time to*

contact a replacement. Employees shall contact their supervisor on each day of absence except during periods of extended illness, provided prior arrangements have been made with the supervisor.

Acceptable documentation is required for the following:

- o Any unplanned absence exceeding 2 working days
- o Any absence where more than 2 single non-consecutive days are taken within the same two-week period (i.e. the third single day requires documentation)
- o Before or after observed holidays

Misuse of unplanned leave shall be grounds for disciplinary action, up to and including termination. The following shall be considered misuse:

- o Two or more unplanned leave requests immediately before or after observed holidays without acceptable documentation
- o Unplanned leave requests taken during periods when a "Telvent Vacation Request" was disapproved.

9.10 Working Past Scheduled Shifts

All staff must vacate the operations room when their shifts are complete. Any unfinished business should be passed on to the next shift as per procedure. If any operator feels that they need to stay past the end of their scheduled shift, the RTMC Operations Manager needs to be contacted. Decisions will be made on a case by case basis to determine if overtime is warranted.

Although employees must vacate the operations room when not scheduled to work, they may use the break room or stress reduction room at will. These activities must not interfere with operations in any way.

9.11 Company Holiday Schedule

The RTMC operations staff will work their normal schedules, even on holidays. Employees that work a holiday during the course of a 40 hour work week are eligible to receive overtime pay for the holiday worked. Employees that work a holiday but do not work a full 40 hour work week will be eligible to use the amount of time worked on the holiday (up to 8 hours) as time off during that same work week.

The list of 2008 Telvent Farradyne holidays in the United States is given below. Note that days in **blue** are also holidays in Calgary.

- | | | |
|-------------|-------------|-----------------------------------|
| o Tuesday | January 1 | New Year's Day |
| o Friday | March 21 | Good Friday |
| o Monday | May 26 | Memorial Day |
| o Friday | July 4 | Independence Day |
| o Monday | September 1 | Labor Day |
| o Monday | October 13 | Columbus Day |
| o Thursday | November 27 | Thanksgiving Day |
| o Friday | November 28 | Day after Thanksgiving (Floating) |
| o Wednesday | December 24 | Christmas Eve (Floating) |
| o Thursday | December 25 | Christmas Day |
| o Friday | December 26 | Day after Christmas (Floating) |

9.12 Time Sheet Tracking

A sample time sheet is shown below.

[illegible]

A sample blank Shift Change Report form is given below.

SWIFT SunGuide Center
SHIFT CHANGE REPORT

SHIFT START TIME: _____ DATE: _____

OPERATOR(S): From _____ TO: _____

NEW
PROCEDURES: _____

SUNGUIDE STATUS: _____

DMS STATUS: _____

CAMERA STATUS: _____

CURRENT INCIDENTS: _____

CURRENT ROAD WORK: _____

ALL OTHER
PROBLEMS /COMMENTS: _____

9.14 Shift Start-Up Duties

RTMC operators and shift supervisors must accomplish all the actions described in the RTMC Shift Checklist form pictured below. Please pay special attention to the shift start-up activities (#1-24), since these actions must be completed within the first ½ hour allotted for shift change.

Daily Shift Operations Checklist

Date & Shift Start Time: _____

** Indicate time a task was completed by writing the time in the space provided.

Task	Time ^{**}
1. Log into SunGuide with your personal user name and password.	
2. Review the information provided by the previous shift on the "Shift Change Report" document.	
3. Participate in the shift change meeting coordinated by the outgoing RTMC Shift Supervisor.	
4. Ensure the video wall has the proper display settings.	
5. Review e-mail, voice mail, and fax machine for outstanding updates or advisories. This includes checking the RTMC public e-mail folder, etc.	
6. Print out all road work and incident advisories. Log and file, if necessary.	
7. Print out blank copies of all forms required for your shift.	
8. Review SunGuide for device and communication failures.	
9. Update the Equipment and System database and notify the RTMC IT Technician or appropriate agency/contact, if necessary.	
10. Review SunGuide for any open incidents – close completed incidents, if necessary.	
11. Review SunGuide for disabled vehicles and follow the procedures to change the status to "Abandoned", if necessary. Continue this procedure throughout the shift.	
12. Review SunGuide for all activated DMS messages. Remove all unneeded messages.	
13. Continuously review Road Ranger AVL for current operation. Restart if the program is not operational. Call the RTMC IT Technician if problems persist.	
14. Review images on the website. Move cameras to a focused and wide view of the roadway.	
15. Ensure cameras are in a preset position at the start of the shift.	
16. Review speed detectors for failure. Monitor locations with camera, if there is a failure.	
17. Ensure that the monitors for FHP CCTV display are functional.	
18. Review construction and maintenance activities that may impact traffic during shift.	
19. Contact construction or maintenance to follow up on status if unclear.	
20. Review speed detectors for failure. Monitor locations with camera if needed.	
21. Move cameras to monitor trouble locations prior to rush hour.	
22. Call the RTMC IT Technician to notify of all new device failures. Log all the information into the Equipment and System Failure database. E-Mail the RTMC Operations Manager, if necessary.	
23. Begin monitoring / daily operations activities	
24. Continuously keep accurate records of all incidents and Road Ranger activities in the SunGuide software.	
25. Continuously review the data on the FHP website CAD for incidents that may impact traffic. Immediately attempt to locate new incidents on camera.	
26. Dispatch the Road Ranger drivers, as appropriate.	
27. Log all calls, incoming and outgoing, to and from associated traffic agencies.	
28. Contact other appropriate local and media agencies at the top of every hour to inquire about active incidents related to FDOT District 1.	
29. Continuously monitor the RTMC website to ensure proper display and refresh time.	
30. Continuously monitor the 511 website to check for accuracy. Compose an e-mail that details all discrepancies and send it to the RTMC Operations Manager and RTMC Operations Supervisor.	
31. Place any required DMS messages on appropriate signs.	
32. Monitor FHP, Fire Departments, etc. on the scanners and on the FHP radios.	
33. Create and place your time sheet with your hours worked on the shared drive every Monday of pay week. Keep your timesheet current daily.	
34. Ensure cameras are in a preset position at the end of the shift.	
35. Complete a shift pass-down log for the next shift.	

Incoming Operator: _____

Incoming Operator: _____

Outgoing Shift Supervisor: _____

9.15 Professional Expectations

All personnel are required to conduct themselves in a highly professional manner. We are all public servants in a customer-service field. The control room is a high profile area and is the focal point of the SWIFT SunGuide Center. As a result, tour groups and meeting attendees will frequently visit this area. All responses on the telephone or in person to the public, tour groups, meeting attendees, and partner agencies will be in a manner consistent with the principle.

No profanity or foul language will be tolerated. Proper office etiquette shall be maintained at all times. Business must be conducted in low volume or silence must be maintained, so there is no interference with the performance of the other workstations or FHP dispatch.

9.16 General Appearance

Employees are also required to maintain a clean, groomed and manicured appearance. Hair styles, hair color, moustaches, sideburns and other appearance related items shall present a conservative style and not be considered offensive given current business appearance standards. In addition, jewelry should be tasteful and should not interfere with your ability to work.

9.17 Dress Code

The SWIFT SunGuide Center is a public facility and is visited frequently by outside groups and important officials. Therefore, employees stationed in the RTMC are expected to dress appropriately. The employees that are required to wear uniforms will do so at all times while on duty or on official duty outside the RTMC. The official dress code of the RTMC is "business casual".

"Business casual" is defined as khaki style pants, dress style pants, skirts, and collared shirts or blouses that are tucked-in and worn with proper undergarments. All articles of clothing should be pressed and in good condition. In lieu of business casual attire, operators and shift supervisors are required to wear a uniform, which consists of a SWIFT SunGuide Center issued collared shirt. Appropriate tan, black, or navy blue pants or skirts should compliment this shirt in the styles described above. Additionally, as a professional, your shoes should always be clean, polished, and in good condition.

Some items that should not be worn include:

- o Sweats, shorts, or skirts cut above the knee
- o Denim jeans or skirts
- o Recreational sandals or work boots
- o Sneakers/tennis shoes
- o Hats or bandanas
- o T-shirts or sweatshirts

On occasion, a dress-down day may be authorized in advance and in writing by the RTMC Operations Manager.

Security ID/proximity cards should always be visible and available for inspection. Security ID/proximity cards must be worn outside your outermost garments at all times.

If in doubt, ask the RTMC Operations Manager for clarification/authorization before wearing the article of clothing.

9.18 Uniform Policy

The Uniform Policy is provided in addition to the information given in the “Dress Code” and “General Appearance” sections of this document.

Uniform Shirts

- o The collared uniform shirt is authorized for wear with proper pants or skirts
- o Shirts should be completely buttoned (except for the top one) and tucked snugly into your pants or skirt
- o Damages to your uniform shirts should be brought to the attention of the RTMC Operations Supervisor, so the shirt may be repaired or replaced

9.19 Parking Procedures

All parking spaces are located in a gated area that requires security clearance. The entrance to the parking lot for SWIFT SunGuide Center employees is located to the northwest side of the building. An ID/proximity card will be required to open the gate. The RTMC staff may park in any of the empty spaces to the north or east of the building. FHP and MCCO will park in these same areas. There are no assigned parking spaces at this time, but there should be an adequate number of spaces for regular staff

There are adequate parking spaces for visitors. Visitor parking spaces are clearly marked at the front of the SWIFT SunGuide Center.

Additionally, five (5) oversized parking spaces are provided for oversized vehicles or RV's which are separated from the regular parking spaces in the secure parking area.

An adequate amount of space is allotted in the parking lot for the media (i.e. TV stations, radio stations, etc.) to set up communication vans and other equipment. These spaces are clearly marked and are found on the west side of the building outside the secured parking area.

There is also a loading dock in the building for delivering equipment, furniture, and other supplies.

9.20 SWIFT SunGuide Center Security

The FDOT District 1 SWIFT SunGuide Center building is a secure facility which requires all exterior doors to be locked, except for the public lobby doors which will be open from 0800 to 1700 hours from Monday to Friday. Security of the RTMC building, personnel, and equipment is the responsibility of all personnel. The staff should be secure in their work environment. The building can only be entered with ID/proximity cards that are usable at designated locations, including the main entrance. All electronically locked doors shall remain closed at all times and shall not be blocked open for any reason.

The RTMC Operations Manager will issue the ID/proximity cards to all appropriate personnel in order to control the security of the control room. The RTMC Operations Manager also has the authority to activate and deactivate these security passes. No security passes will be issued to non-operations staff. Vendors delivering equipment will not receive a permanent security pass, but will be issued a visitors pass after registering with the RTMC Receptionist or RTMC Security Guard. If your security pass is lost or stolen, immediately notify your supervisor so the security pass can be deactivated.

The FDOT issued ID/Proximity cards must be worn at all times while on the premises. ID badges must be kept visible at all times by keeping them over or attaching them to your outermost garments. All personnel must also have a driver's license or another form of official photo identification on their person at all times.

The RTMC Operations Manager and the RTMC Administrative Assistant must authorize all visitors before they enter the SWIFT SunGuide Center control room. Visitors will register with the RTMC Receptionist in the front lobby and will be accompanied by a SWIFT SunGuide Center employee at all times while present in the facility. Visitors will not be allowed into the facility through any other entry point other than the front lobby entrance. Visits will be restricted to official business only. This includes family and friends. Family members and friends that are not on official business do not belong in the RTMC for extended periods of time and will be asked to leave immediately. This policy is in place for protection and allows the staff to focus on daily duties without distraction.

Visitors are not allowed in the SWIFT SunGuide Center during non-business hours unless prior written approval is given by the RTMC Operations Manager or FDOT RTMC Project Manager.

Take-out food vendors should complete their transactions in the front lobby area of the SWIFT SunGuide Center.

Other delivery personnel and vendors will always be allowed in the front lobby and the gated area to access the dock. These individuals may also need to access other areas of the building, such as the break room. When this is necessary, the vendors must be accompanied by a SWIFT SunGuide Center employee to the requested location.

Operations personnel should observe personal security methods and should alert supervisors for emergencies, security issues, and security violations. Security procedures will be continually reviewed and the RTMC doors will be checked regularly for security reasons.

FDOT will provide security services that will be stationed in the lobby as determined by FDOT. Examples of the services provided by the security guard may include checking the outside doors to the building, checking the parking lot areas, etc.

9.21 SWIFT SunGuide Center Access Control System

The SWIFT SunGuide Center is equipped with a card reader system and an intercom system.

The card reader system which is composed of card readers, controllers, central station, and software applications. ID/proximity card readers are used at all locations.

The SWIFT SunGuide Center is equipped with an intercom system for visitor access control and after-hour operations. The system is composed of door stations with built-in speaker, master intercom stations, and door release relays.

9.21.1 Access Zones

The RTMC building shall be divided into seven zones for card access control:

1. FDOT suite
2. FHP District suite and impound vehicle parking
3. MCCO suite
4. Control room
5. FDOT equipment room
6. FHP radio and CAD server rooms
7. Lobby, stress reduction room, and employee parking

The access control mechanism among seven zones is shown in the following table:

Access zone	Accessible by
FDOT suite	FDOT
FHP District suite and impound vehicle parking	FHP District personnel
MCCO suite	MCCO personnel
Control room	FDOT, FHP Dispatch, and authorized FHP District and MCCO personnel
FDOT equipment rooms	Authorized FDOT personnel (e.g. system administrator)
FHP radio and CAD server room	Authorized FHP personnel
Lobby, stress reduction room, and employee parking	FDOT, FHP District/Dispatch, and MCCO personnel

9.21.2 Proximity Card Readers

A total of 39 proximity card readers are installed at designated locations throughout the RTMC building. To provide additional security, a combination of lock and key and ID/proximity card will be necessary to access the FHP District and MCCO Armory and Evidence Rooms.

9.21.3 Proximity Cards

The card access control system enrollment of each SWIFT SunGuide Center employee is performed by use of a software application provided by the vendor. Initially, the enrollment of all RTMC personnel will be handled by the RTMC Design Build firm, Miller Electric. After the RTMC is operational, FHP District, FHP Dispatch, and MCCO will be able to request access to the proximity card work station in Room #1099 from FDOT and conduct the card assignment tasks for their own employees.

The proximity cards will have a standard layout. Included in this layout will be employee photographs. The camera for taking employee photographs is located in the same location as the card access control system computer.

Once each agency has the authority to create their own agency's proximity cards, "Visitor" cards may be created for frequently visiting vendors and temporary staff. These visitor passes must be marked with a "V" where the photograph would normally be and numbered so that the passes may be tracked. The issuing agency of these visitor proximity cards is responsible for their visitors and will reclaim these cards when they are no longer needed. The FDOT RTMC Manager or RTMC Manager will check the status of all visitors passes given access in the

system at least once per month to verify that all are accounted for. If a visitors pass is unaccounted for, the FDOT RTMC Manager or RTMC Manager will ask that the pass be deactivated until such time as the visitors pass has been retrieved.

9.21.4 Other Access Control System Information

The card access control software system displays high-resolution floor plans and allows interactive icons to be added to display component status and offer full manual operation in real time.

The software is installed at the following locations, which are the same workstation locations as described in the "Surveillance Camera Monitoring" section of this document.

- o RTMC receptionist
- o FHP District receptionist
- o MCCO receptionist
- o All workstations in the control room
- o Video wall

The card access control system is integrated with the video surveillance system and utilizes standard TCP/IP protocol.

9.21.5 Locations of Intercom Door Stations and Master Stations

The locations of intercom door stations and master stations are listed as follows:

Door stations:	All exterior building entrances Gate entrances for accessing employee parking area
Master stations:	FDOT receptionist FHP District receptionist MCCO receptionist Control Room (any ITS operator workstation)

9.22 SWIFT SunGuide Center Video Surveillance System

The SWIFT SunGuide Center building and the surrounding area are equipped with a CCTV video surveillance system. The system has coverage over the entire employee parking area located to the north and east of the building, as well as selected areas inside the building.

9.22.1 Types of Surveillance Cameras

There are four types of cameras in the video surveillance system:

- o Type I – Fixed indoor color dome cameras. This type is used for monitoring interior rooms and areas. The cameras are positioned so that the rooms or areas have adequate coverage by one or more cameras. The cameras are equipped with 2.6-6 mm (vari-focal) lens with auto iris.
- o Type II – Fixed outdoor color cameras. This type is used for monitoring the parking lots and exterior entryways. The cameras are equipped with day/night, 2.8-10 mm (exterior entryways) or 5-50 mm (parking lots) (vari-focal) lens with auto iris.
- o Type III – Pan/Tilt/Zoom outdoor color cameras. This type is used for monitoring the exterior surrounding areas of the RTMC building. The cameras are equipped with day/night lens with auto iris.
- o Type IV – Vandal resistant color cameras. This type is used for the FHP District DUI investigation room.

9.22.2 Location and Quantity of Surveillance Cameras

The location and quantity of the cameras are listed as follows:

Location	Type	Quantity
Exterior:		
Exterior doors	II	12
Loading dock	II	1
Employee parking lots	II	8
Building surrounding area	III	4
Interior:		
Public lobby	I	2
Control room	I	4
FDOT hallway	I	1
FHP District lobby	I	1
MCCO lobby	I	1
FHP District DUI room	IV	1
Secure Lobby	I	2
Total:		37

9.22.3 Surveillance Camera Monitoring

The building surveillance CCTV cameras are monitored by a vendor supplied software application. The monitoring software is installed on the workstations at the following locations:

- o RTMC receptionist
- o FHP District receptionist
- o MCCO receptionist
- o All workstations in the control room
- o Video wall

The software system provides a variety of multiple and single-camera displays, playback options, and alarm/event-triggered response options. The cameras are configurable as visible or covert by an authorized user. All programming features are available from an on-screen programming interface. All user activity on a unit is capable of being logged for specified time periods.

9.22.4 Surveillance Video Recording System

The building surveillance CCTV images are recorded by a digital video recording system. The hard drive of the recording system is sized such that images can be stored for a minimum length of 14 days.

The system provides operator-definable live filters to record and trigger alarm events when the light level changes, motion is detected, a perimeter is crossed, or an object of a specific size and speed moving in a specified direction is detected.

The system provides operator-definable filters to search the image database for light changes, motion and perimeter violations, objects of a specific size and speed moving in a specified direction, as well as camera, date/time and filter settings, then display a list of matching video segments.

The system provides for simultaneous recording, playback, transmitting, database searching and archiving.

The system is capable of displaying up to 16 cameras during playback mode with or without text. Recorded All display features shall be available from an on-screen interface.

The digital video recorders are located in the FDOT Equipment Room #1100.

9.22.5 Surveillance Communication Requirements

The video surveillance system operates on a standard TCP/IP network. The system provides for network operation with an optional manufacturer-specific software application or through a standard web browser. The system also provides for remote operation via client applications developed using the optional Application Programmer Interface (API).

The optional Application Programmer Interface (API) is provided with sample software example programs in the form of a Software Development Kit (SDK). The SDK enables the development of customized client software modules that can be used to operate the device remotely, thus extending remote system access and function.

The system is integrated with the access control system.

9.23 RTMC Work Areas

Work areas at the RTMC will be assigned to the operations staff by the FDOT RTMC Project Manager.

The offices that have been approved by FDOT and are currently available to the RTMC staff are given below.

- o Room 1005+ - Receptionist/Lobby Area
- o Room 1081 – Administrative Assistant
- o Room 1085 – Highway Advisory Radio (HAR) Recording Room
- o Room 1090 – IT Support
- o Room 1091 – Operations Supervisor Office
- o Room 1092 – 511 Expansion Area
- o Room 1093 – Shift Supervisor Office
- o Room 1094 – Shift Supervisor Office
- o Room 1095 – Shift Supervisor Office
- o Room 1102 – Eight consoles in the control room and four future consoles
- o Room 2013 – Storage Space / ITS Maintenance Contractor area
- o Room 2017 – Upstairs Conference Room

- o Conference rooms, copy rooms, and file space are also available as assigned by FDOT

9.24 *Equipment Room Guidelines*

The equipment in the equipment room provides information and operations to the RTMC control room and, in the case of the SunGuide servers, the entire state.

The RTMC staff is not allowed to touch any of the equipment in the equipment room for any reason. The RTMC staff will not loiter in or occupy the equipment room without prior permission from FDOT, the RTMC Operations Supervisor, or the RTMC Operations Manager.

9.25 *Stress Reduction Room*

The SWIFT SunGuide Center includes a stress reduction room (or weight room) and locker room for all employees. The RTMC staff is encouraged to use these facilities. All employees must sign the liability waiver created by FHP before using any Stress Reduction Room equipment.

Gym etiquette is as follows:

- o Be courteous to others
- o Return weights to their appropriate place on the racks
 - Weights lying on the floor can be dangerous to others
 - Weights left hanging on a bar on a rack can deform the bar
- o Do not drop weights
- o Do not bang the weights – it is hard on the equipment, floor, and ears
- o Wipe off the equipment after use
- o Do not make excessive noise, including but not limited to
 - Loud music
 - Banging weights
 - Vocal noise
- o Ensure that personal belongings are not in a walkway or in any other dangerous location
- o Do not use chalk or cornstarch

The locker room is the first and last place that employees go when using the gym. The quality and cleanliness of the locker room environment generally permeates the rest of the gym. Please pick up your towels, clean the sink, etc.

There are no permanent lockers assigned to individuals. Locker use is on a “first come first serve” basis. Employees are responsible for their own belongings. The lockers can be locked, but the locks are not included. Employees must supply their own locks in order to keep personal items safe.

9.26 *Video Conference Equipment*

FDOT owns video conference equipment that is located in the FDOT conference room. FHP, FHP Communications, and MCCO personnel may use this equipment by request. The FDOT point of contact for these requests is the FDOT RTMC Manager and the RTMC Administrative Assistant.

9.27 *Tour Group and Media Visit Procedures*

All tour groups and media personnel that wish to visit the SWIFT SunGuide Center must make an appointment through the FDOT RTMC Manager before arriving at the RTMC. Unannounced visitors of this nature must be cleared through these contacts before they are allowed entry into

the RTMC and the control room. If visitors are in the control room without approval, please contact the RTMC Operations Manager or the RTMC Operations Supervisor immediately.

FHP Shift Commanders and MCCO personnel cannot approve a tour group, but they may approve a media presence if it is FHP related. All media personnel will be required to follow all FDOT District 1 PIO policies.

The RTMC Administrative Assistant, when present, is the initial contact person for all visitors. The RTMC Administrative Assistant will ask that the visitors to register at the front desk once they arrive and remain in the lobby area. The FDOT Receptionist will notify the person awaiting the visitors and return to their assigned duties after the visitors have met their staff contact.

If the RTMC Administrative Assistant is not present, the RTMC Receptionist will politely ask the tour group or media personnel to sign the visitor log and to wait in the lobby until they are authorized for entry. The RTMC Receptionist will contact the RTMC Operations Manager or RTMC Operations Supervisor to request further instructions.

Generally, the RTMC Operations Manager or the RTMC Operations Supervisor will conduct tours. The length and coverage of the tour is at the discretion of the tour conductor, but the tour should always be responsive to the audience.

The tour will generally begin in the lobby of the RTMC and will flow into the conference room overlooking the control center. The person conducting the tour will brief the tour group on the benefits of ITS and the duties of the operations staff. A PowerPoint slide show may also be provided to show an overview of the entire RTMC project. If the group has a specific, pre-approved interest in viewing the control room or the equipment room, they will be guided through the area, taking care not to interrupt activities related to ongoing incidents.

Following the tour, the tour leader should ensure that all questions have been answered, all tour personnel are accounted for in the lobby at the conclusion of the tour, and the group has safely departed the building. Any unusual questions or activity will be noted and brought to the attention of the RTMC Operations Manager, if not present.

9.28 General RTMC Behavior Guidelines

The following list gives the RTMC guidelines for general employee behavior. Any employee in violation of one or more of these guidelines is subject to disciplinary action up to and including termination of employment.

- o All RTMC personnel shall acquaint themselves with this RTMC Standard Operating Guidelines document and abide by the rules and regulations contained herein. A plea of ignorance will not be relief from any responsibility for compliance.
- o All RTMC personnel will be held accountable for their conduct at all times and shall not conduct themselves in any manner which could bring discredit upon the RTMC, FDOT, or any partner agencies.
- o No RTMC personnel shall willfully or maliciously make false reports about the organization, offensively about personnel, offensively towards personnel, about any other personnel to create a disturbance, or to discredit any personnel.
- o Use of FHP equipment or space is not allowed without written permission.
- o There shall be no gambling with any type of playing cards, instruments, or devices for money or articles of value on RTMC property.
- o Literature or any other material, regardless of media type, which is of an offensive nature or explicit sexual content, is not permitted on the SWIFT SunGuide Center property.
- o Sleeping will not be tolerated. If any employee is unable to stay awake, contact the RTMC Operations Manager or RTMC Operations Supervisor immediately.

- o Downloading files, listening to music, watching television or movies, and playing games are not permitted.
- o Unauthorized screen savers or wallpapers shall not be displayed on workstation computers.
- o Removal of the panels or other equipment at any workstation is not permitted. The removal of this equipment should only be done by authorized personnel for the purpose of maintaining the computer network and other necessary equipment.
- o Forms of electronic communications, such as personal computers, or the utilization of personally owned equipment is not permitted within the control room.
- o Control room telephones are not to be used for sending or receiving personal call, except in emergency situations.
- o No profanity or foul language will be allowed. Proper office etiquette shall be maintained at all times.

9.29 *Drug Free Workplace*

The SWIFT SunGuide Center is a drug free workplace. FDOT and Telvent Farradyne are committed to providing a safe work environment and fostering the well-being and health of its employees. That commitment is jeopardized when any RTMC employee illegally uses drugs or alcohol on the job, comes to work with these substances present in their body, or distributes/sells drugs in the workplace.

The following list explains the RTMC drug-free policy in more detail.

- o It is a violation of the RTMC procedures for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs, intoxicants, or alcohol on the job
- o It is a violation of the RTMC procedures for anyone to report to work under the influence of illegal drugs or alcohol
- o It is a violation of the RTMC procedures for anyone to use prescription drugs illegally. However, nothing in the procedures precludes the appropriate use of legally prescribed medications, so long as the use of such does not hinder the employee's performance of duties or compromise the employee's good judgment.

Any employee in violation of this drug free policy will be immediately taken to a location where they will not be able to hurt themselves or others until such time as they are able to return to work or their residence. The supervisor on duty will be responsible for maintaining the appropriate staffing level at the RTMC by following the appropriate procedures in this document. The employee violating this drug free policy will be subject to disciplinary action up to and including termination of employment.

It is the responsibility of management to counsel employees whenever they see changes in employee performance or behavior that suggests an employee may be under the influence of alcohol or illegal drugs. Although it is not management's job to diagnose personal problems, management should encourage such employees to seek help and advise them about available resources for getting help.

Employees may utilize the Employee Assistance Program (EAP) that is in place for their confidential use. They are expected to use this service, if necessary, to keep their employment and health in good standing. Employees who become habitual abusers of the drug-free workplace policy will be referred to the EAP and handled according to the Telvent Farradyne Human Resource Department procedures. The RTMC Operations Manager is also available to assist employees at any time.

9.30 *Discrimination Policy – Equal Employment Opportunity*

Telvent Farradyne guarantees that every person has the right to be treated without discrimination on the job or while applying for a job.

Telvent Farradyne requires that all employment practices be equal without regard to factors that are non-job related. These factors include, but are not limited to, race, sex, age, national origin, marital status, sexual preference, or physical handicap, when the individual is otherwise qualified.

Telvent Farradyne is committed to providing Equal Employment Opportunity to all phases or aspects of employment and employee relations, including but not limited to, recruitment, selection, placement, transfers, training and development, promotion, demotion, compensation, benefits, layoffs, terminations and all conditions or privileges of employment.

9.31 *At-Will Employment Relationship*

Telvent Farradyne is an “Employment at Will” employer. Nothing contained in the employment application, granting of an interview, offer of employment, or in this document shall be deemed to create an employment contract between the employer and any applicant or employee for either employment or the providing of benefits. If an employment relationship is established, the employee understands and agrees that their employment is not for a definite period of time, regardless of the date, method, or description of payment of wages or salary. The employment relationship may be terminated at any time without previous notice and for any reason whatsoever, with or without cause. Your employment is entered into voluntarily and you are free to resign at any time. Similarly, Telvent Farradyne is free to conclude the employment relationship at any time.

9.32 *Harassment Policy*

The harassment policy applies to all staff members at all levels including senior executives, management employees, and temporary employees. The policy also applies to non-employees such as visitors, contractors, suppliers, fee for service individuals, and clients.

As an employer, Telvent Farradyne is committed to providing a work environment in which individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere which promotes equal opportunities and prohibits discriminatory practices.

Achieving this desired environment greatly depends upon mutual respect, cooperation, and understanding. Attitudes and behavior that undermine this goal are detrimental to all and should not be tolerated.

Harassment in the workplace is a form of discrimination. It is unwelcome and unwanted. It affects the individual's ability to learn and work. It can also be an expression of abuse of power, authority, or control and is coercive in nature.

Telvent Farradyne recognizes that its employees may be subject to harassment by visitors or others who conduct business with the company. As well, visitors and other non-employees may be subject to harassment by Telvent Farradyne employees. In both instances Telvent Farradyne acknowledges its responsibility to do all in its power to support and assist the person subjected to such harassment.

Telvent Farradyne encourages reporting of all incidents of harassment regardless of who the offender may be.

For the purposes of this policy, “Harassment” in the workplace includes harassment, sexual harassment, and poisoned work environment.

Harassment

Harassment means any behavior, often repetitive in nature, which is offensive, embarrassing, and humiliating and which denies individuals their dignity and the respect to which they are entitled. Harassment includes any conduct, comment, or gesture which would constitute a form of discrimination prohibited under the Canadian Human Rights Act on the following grounds: race, national or ethnic origin, color, religion, age, sex (including pregnancy or childbirth), sexual orientation, marital status, family status, physical or mental disability, conviction for which a pardon has been granted. Harassment may take the form of verbal or physical abuse, jokes, threats, or derogatory statements (i.e. remarks about a person’s body, race, or beliefs).

Sexual Harassment

Sexual harassment means any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offense or humiliation or that might, on reasonable grounds, be perceived by that employee as placing a condition of a sexual nature on employment or on any opportunity for training or promotion

Examples of behavior that can constitute sexual harassment include, but are not limited to:

- o Unwanted touching or leering
- o Sexual assault
- o Inquiries or comments about a person’s sex life
- o The display of sexually offensive material
- o Sexually degrading words to describe a person
- o Derogatory or degrading remarks directed towards members of one sex or sexual orientation
- o Inappropriate or unwelcome focus/comments on a person’s physical attributes or appearance
- o Persistent unwanted contact or attention after the end of a consensual relationship

Poisoned Work Environment

A poisoned work environment is characterized by an activity or behavior, not necessarily directed at anyone in particular that creates a hostile or offensive “workplace”. Examples of a poisoned work environment include but are not limited to: graffiti, sexual or racial jokes, abusive treatment of an employee, and the display of pornographic or other offensive material.

The workplace includes, but is not limited to, the physical work site, washrooms, break rooms, work related conferences or training sessions, work related travel, work assignments away from the physical work site, work related social functions, telephone calls during the course of work.

9.33 Harassment Guidelines

Every employee of Telvent Farradyne has a responsibility to play a part in ensuring that the working environment is free from harassment. All supervisors must recognize that harassment of any form is prohibited conduct and must deal with all complaints in a timely and serious manner. As well, it is the supervisor’s responsibility to insure that all employees are informed of the significance and consequences of harassment.

Employees who feel they have been the victims of harassment by a co-worker, supervisor, other tenant in the SWIFT SunGuide Center, or agent of Telvent have the responsibility for reporting it either to the alleged harasser, their supervisor, or Strategic Resource Development. In addition, any employee who believes that a colleague has experienced or is experiencing harassment, or

retaliation for having brought forward a complaint of harassment, is encouraged to notify their supervisor or Strategic Resource Development.

Complaints will be investigated in an objective manner, and all circumstances, including the nature and context of the incident(s) examined. The investigation will be undertaken in a confidential manner to protect the integrity of the affected employee and the alleged harasser.

Employees having questions concerning this policy should contact Strategic Resource Development. Employees are assured that the utmost discretion will be used in the handling of such matters.

Violations of this policy will be dealt with on an individual basis and will be cause for disciplinary action, if substantiated, up to and including termination of employment.

9.34 Issue Resolution

The issue resolution process is intended to identify, mitigate, and resolve issues of poor employee performance as well as those who have violated established RTMC rules, guidelines, and procedures. For each stage of the process, a supervisor or manager and at least one witness will meet with the employee to discuss the issues and the actions planned to resolve the issues. The issues and actions will be clearly documented, signed and dated by each party, and placed in the employee's personnel file.

Issue resolution consists of the following stages.

- o Counseling – Counseling will occur upon identification that an employee has violated an established RTMC rule, guideline, or procedure.
- o Verbal Warning – If the same issue persists, the employee will be provided a verbal warning and another opportunity to rectify the situation. A supervisor or manager and a witness will meet with the employee again to discuss the issue and the actions planned to resolve the issue.
- o Written Warning – Continued noncompliance will result in a written warning and final opportunity to rectify the situation. A manager and witness will meet with the employee again to discuss the seriousness of the issue and the actions planned to resolve the issue.
- o Termination – If there is subsequent noncompliance or if the situation is not rectified after the written warning stage, the employee's employment will be terminated.

Although most issues will require all four stages, certain issues are grounds for immediate termination.

9.35 General SWIFT SunGuide Center Property Maintenance

It is the responsibility of all employees to keep the SWIFT SunGuide Center neat and clean. The operator workstations, equipment room, break room, and restrooms will be kept clean and neat at all times. It is the responsibility of everyone to clean up after themselves.

9.36 Break Room Maintenance

The SWIFT SunGuide Center break room must be presentable and clean at all times. Each RTMC staff member is responsible for cleaning their own dishes and messes. A weekly rotating schedule for general break room maintenance has been created and is displayed on the refrigerator. In the future, this schedule will also include FHP and MCCO personnel since the break room will be a shared space with these agencies. All employees are included in this list.

The tasks required for this project include,

- o Clean and empty the sink
- o Wipe down countertops, stove, and table
- o Empty the dishwasher (store dishes in cabinets)
- o Empty the dish rack (store dishes in cabinets)
- o Take an inventory of utensils and supplies.
- o Report low supply quantities and other necessary items to the PM Shift Supervisor
- o Fill and run the dishwasher when full

Old and expired items will be cleaned out of the refrigerator once a month by the employee scheduled during the last week of the month on the rotational schedule so the janitorial staff may do a thorough cleaning.

This schedule does not imply that employees that are not on the rotational schedule that week have someone to clean up their mess. Any messes that are deemed significantly large or unreasonable should be brought to the attention of the RTMC Operations Manager.

Employees are also not required to pay for any supplies. If supplies are needed, the RTMC Operations Manager should be notified.

9.37 Workstation Policy

All workstations must be maintained in an orderly manner. This includes the mouse, mouse pads, keyboards, CD-ROMs, pens, note pads, and SWIFT SunGuide Center manuals. Also, no food or drinks are allowed at the workstations or in the control room. Only bottled water in a container with a cap is permitted.

The SWIFT SunGuide Center manuals, reference materials, operational aids, and operations equipment are to be kept in place and readily available at each workstation. Any work related items that are normally stored in cabinets or drawers must be stored properly when not in use.

Storage lockers are provided to each operator so personal belongings can be stored while on duty. These lockers are not lockable. If you have a personal item that needs to be locked up, please utilize the lockers in the Stress Reduction Room. You must provide your own lock and must remove the lock when not in use.

All RTMC computers must display a Windows™ generated background desktop screen saver. All personal bitmap images and pictures must be deleted, removed from the workstation computers, and replaced with a standard Windows™ display.

The RTMC utilizes a quad-monitor setup at the operator workstations. The following configuration must be utilized on each screen at all times. **This approved setup may be changed once the SWIFT SunGuide Center becomes operational.**

- o Left Monitor – RTMC website and other necessary applications
- o Left Center Monitor – EM/PM SunGuide database (Road Ranger and incident reporting tool)
- o Right Center Monitor – SunGuide Map
- o Right Monitor – SunGuide (DMS control and field equipment monitoring)

9.38 Coordination of the RTMC Cleaning Vendor

All scheduled and non-scheduled cleaning will occur as needed and will be coordinated through the FDOT RTMC Project Manager. The operations staff will notify the RTMC Operations Manager and the FDOT RTMC Project Manager whenever non-recurring cleaning is necessary or whenever there is a concern about the cleaning vendor staff.

The operational nature of the RTMC requires that the employees are not disrupted from performing their job duties for cleaning or any other vendors. Contact the RTMC Operations Supervisor or RTMC Operations Manager if you feel that the vendor is causing a disruption to operations.

The recurring maintenance activities for the building will be conducted so operations are not impacted, especially during management of incidents. The personnel responsible for these activities must be responsive to these operational needs and must reschedule non-critical activities during these times.

No cleaning or maintenance will be conducted during peak rush hour periods or while serious incidents are being handled.

If the cleaning vendor accidentally causes a problem with a critical portion of the system and support is required, the RTMC Shift Supervisor on duty will contact the appropriate support person for immediate response.

9.39 *Privacy and Information Release Policies*

Information made available to the SWIFT SunGuide Center staff by FHP, the Computer Aided Dispatch System, or other means (phone, fax, e-mail, etc.) is to be considered confidential and will not be shared with outside groups. These outside groups especially include the media and the public, due to privacy concerns. Generally, acceptable information that can be provided includes number of vehicles involved, exact location, direction of travel, incident impact, and confirmed estimated incident durations. Information that will not be provided includes individual names, physical descriptions of people, license plate numbers, makes/models/colors of vehicles, and unconfirmed estimated incident durations.

Questions regarding these procedures should be directed to the RTMC Operations Manager. Any employee found to have provided inappropriate information to a person or agency not authorized to receive that information will face disciplinary action and possible termination of employment.

9.40 *CCTV Protection of Privacy Policy*

The I-75 FMS CCTV cameras are visible to the public because the images are provided on the SWIFT SunGuide Center website. Therefore, it is possible for the public to visualize sensitive personal information. This policy defines individual privacy rights and establishes the rules that must be followed to protect an individual's right to privacy.

CCTV camera images are viewed on video monitors in the SWIFT SunGuide Center to allow the RTMC operators to detect, verify, manage, and document traffic events. The operators use this data to provide timely and accurate roadway information to the motoring public and to visualize the various ITS devices in the field. The CCTV cameras must solely be utilized for these purposes.

The privacy policy is based upon two principles:

- o An individual has a right to control their own personal information
- o Standards and controls in the collection, retention, use, and disclosure of personal information are mandatory

These principles are important to RTMC operations, because they apply to the collection, use, and disclosure of any personal information that may be collected by everyday operations with or without CCTV cameras.

CCTV cameras are important to RTMC operations because they allow RTMC operators to:

- o Scan and detect incidents
- o Confirm reported incidents by Road Rangers and other incident responding agencies
- o Verify construction, maintenance and special event status
- o Determine the start time and end time of incidents
- o Monitor incident and recurring congestion
- o Determine the arrival times of responding agencies
- o Collect information for determining the appropriate response plans

While performing these tasks, it is important that the RTMC operators are sensitive to and comply with this policy.

9.40.1 Camera Pan/Tilt/Zoom (PTZ)

CCTV cameras must not be zoomed in during routine traffic monitoring. License plates and individuals should not be identifiable.

When personal injuries or hazardous materials (Hazmat) spills are suspected in a traffic accident, the RTMC operators may be required to zoom in to collect information that is required by FHP, Emergency Medical Services (EMS), FDOT, or for other informational purposes. When this occurs, it is critical that the operator restrict the CCTV camera image from any external video feeds. This task can be accomplished by using the appropriate function in the SunGuide™ software. Once zooming in is no longer necessary, the RTMC operator must return the camera back to a less specific view to continue monitoring traffic conditions and un-restrict the CCTV camera image which is blocked from the external video feeds. Please refer to the “Restricting Camera Images” section of the RTMC Strategic Operations Plan document for more specific details on restricting and un-restricting camera images on external video feeds.

9.40.2 Video Recording

The RTMC does not have the ability to record CCTV camera images as part of the normal SWIFT SunGuide Center procedures. The CCTV camera images will never be recorded.

9.40.3 Release of Personal Information to Police Services

The RTMC Operations Manager must be notified, preferably by telephone, of any request for the release of personal information by any police department. These requests may be time sensitive; therefore, e-mail should not be used unless it is accessible from the RTMC Operations Manager's cell phone.

RTMC operations and FHP are collocated in the control room, so FHP dispatch will be privy to much of the sensitive information available to the operations staff. These details may be verbally shared with the FHP dispatch staff as part of normal operations. Specific requests, however, must still be communicated to the RTMC Operations Manager.

Police department requests, other than on-site FHP personnel, to zoom in cameras to collect personal information must also be requested through the RTMC Operations Manager.

Police departments are required to provide a search warrant to FDOT should they wish to conduct any form of law enforcement surveillance. If this situation arises, direct the police to the RTMC Operations Manager.

9.40.4 Release of Personal Information to Assist Road Ranger Staff

Road Ranger drivers may require the dispatch of police, ambulance, fire, or rotational towing company services to their roadway location for a variety of reasons. The collection of specific

information that is required by these services is only to be used in their dispatch and will not be disseminated to other sources. The fact that this information was requested should be entered as a comment into the SunGuide event associated with the incident.

9.40.5 Release of Personal Information to Stakeholders

It is RTMC policy that the collection of all incident information is used solely for the purpose of traffic information dissemination to our stakeholders. Stakeholders are considered to be, but are not limited to, the following agencies.

- o Radio stations
- o Television stations
- o Newspaper reporters
- o Traveler information agencies
- o Motorists

The personal identifiers collected such as license plate numbers, vehicle type, number of vehicles involved, gender, family relationship, etc. will only be disseminated to incident response agencies. Requests from other agencies must be immediately directed to the RTMC Operations Manager.

The RTMC is **NOT** allowed to provide motorists and the general public any personal information at any time. When an operator receives a call from a motorist that did not dial *FHP, the call should be immediately transferred to the RTMC Shift Supervisor, RTMC Operations Supervisor, or the RTMC Operations Manager.

9.41 DMS Information Dissemination Policy

The dynamic message signs must only display traffic, incident, or Amber Alert related information. Test messages may also be activated when performing routine communication tests of the system and must be immediately deactivated after the test is completed. Public service announcements are only activated on the DMS with written permission from FDOT. The personal use of the DMS is not permitted at any time and is grounds for immediate termination of employment.

9.42 Media Policies

The SWIFT SunGuide Center policy is to send all media requests to the RTMC Operations Manager or FDOT RTMC Manager. All media relations and public information request responses will be coordinated through the FDOT Public Information Office (PIO).

If the media requests to conduct an interview with any staff member, the RTMC staff must obtain prior approval from the FDOT PIO.

Television crews are welcome in the Media room, which overlooks the Control Room, to do live broadcasts of traffic conditions. Requests for television interviews should be forwarded to the RTMC Operations Manager.

The shift supervisor on duty may respond to routine incident information requests from media agencies once approval is granted by FDOT PIO and the RTMC Operations Manager. Only the dissemination of facts is permitted; speculations and opinion will not be permitted. All telephone calls will be logged, as per procedure.

Telvent Farradyne is also capable of responding to media inquiries, but this option is not currently considered. The SWIFT SunGuide Center will use the FDOT approved methodology for media relations at all times.

Telvent uses their in-house Marketing Communications Group to respond to media inquiries. It is the Company's policy that all internal media inquiries (not SWIFT SunGuide Center related) are channeled through this department and handled in the shortest possible time. Media inquiries are normally handled by the Marketing Communications Officer, who would follow the procedure of:

- o Not providing the journalist with an immediate response, unless an agreed statement has already been prepared or the inquiry is of a simple corporate nature.
- o Taking down details of exactly what the journalist is asking for and obtaining a deadline for responding.
- o Establishing the type of media inquiry and reacting to it accordingly. There are generally two types of media inquiry - controversial and technical. The former generally comes from the daily press or the leading weekly technical media. In a controversial situation, great care has to be taken to respond quickly, accurately and with the knowledge of, and/or a comment from, an appropriate senior Director of the Company or member of the Project Team. If the inquiry is technical, the Marketing Communications Officer will contact the Project Manager to agree on the most appropriate person to respond. If a simple statement can answer the question, then the Marketing Communications Officer will respond in this way. If the question is very technical, then the journalist would be given the name of the engineer who would best be able to provide a technical response.
- o Seeking approval from the Project Manager and a relevant Company Director before any new releases and statements are issued to the media. Any response that mentions a client or client's project must also receive approval from the client prior to issue.

9.43 *CCTV Video Image Sharing*

The SWIFT SunGuide Center does not currently share its CCTV camera images with any outside agency. However, in an effort to help inform the motoring public of prevailing roadway conditions more efficiently, some organizations may request to share video in the future.

No decision has been made by the FDOT Central Office concerning the logos that will be displayed on the CCTV camera images that are redistributed to local agencies and the public. The FDOT Central Office will most likely adopt a statewide policy for this purpose. These future CCTV camera images will most likely be required to display the SWIFT SunGuide Center logo or FDOT logo.

The RTMC Operators will always have primary control of the CCTV camera images.

9.44 *Telephone Answering Procedure*

When answering the telephone, operators must use the following greeting: "SWIFT SunGuide Center, (your name) speaking. How may I help you?"

9.45 *Telephone, Fax and Television Usage*

Telephones and fax machines shall be utilized for official communications only. It is understood that telephones and fax machines may be needed occasionally for personal communications between spouses, parents, and children. However, this must be limited to the absolute minimum and not abused. Inappropriate use or abuse of this equipment will not be tolerated and repeated abuse of this policy could be grounds for termination of employment.

Television service may be provided for operational use in the future and should only be used to view weather and news channels when installed.

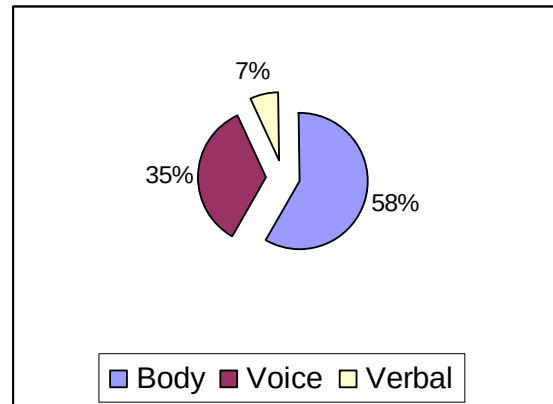
9.46 Communication Etiquette

Being a call taker requires excellent communication skills. The RTMC operations staff relies heavily on voice communications to perform their job duties.

Studies have proven that communication is broken down as follows:

- o Bodily expressions = 58%
- o Voice (Tone) = 35%
- o Verbal (Words) = 7%

These studies imply that the RTMC operations staff can only rely on the 7% verbal and 35% voice communications to perform their job duties, which is why it is important to develop excellent voice skills.



The tone of voice and the words you use will influence the listener's mood. They create an image of your entire organization. If you handle a caller poorly, then they may think that the SWIFT SunGuide Center is indifferent to their needs. Therefore, the SWIFT SunGuide Center operations staff needs to be aware of these communication tools and the power they have to create a positive image for the RTMC.

“CARE” is an acronym that stands for:

- Consistent: Same way every time; dependable, concise, reliable
- Attentive: Vigilant, respectful, appropriate, aware, nice, civilized, gallant, attuned, ready, able, on top of things
- Reliable: Dependable, accurate, know how to do the job, skilled, get things done, can depend on the service
- Efficient: Quick, lively, snappy, orderly, adept, looking for ways to improve, vigilant to ways of making things go smoothly, alert

Communication Tools

- o Telephone tools are the voice, the tone of voice, the words used, and the listener's perception.

Rate (Speed)

- o Speak more slowly on the telephone than you would normally
- o Telephones and radios tend to distort your voice which makes it difficult for others to understand you
- o Slowing your speech helps others understand you

Diction and Pronunciation

- o All of us have some sort of accent, and with Florida growing more diversified every day, so are the accents
- o If you identify yourself as a person with a heavy accent, try slowing down your speech
- o Remember to always speak distinctly and clearly

Volume

- o If you receive a call from someone speaking loudly, hold the telephone a few inches below your ear

- o Holding the telephone a few inches below your ear will allow you to hear the caller and still respond normally.
- o Remember to keep your own volume at a moderate level

Tone

- o Your tone is reflected as soon as you speak. Be careful that how people perceive you is what you intend to portray.
- o Your tone of voice sets the mood of the entire conversation.
- o Your tone of voice on the telephone can be compared to the expression on your face.
- o Your tone of voice helps determine whether you're perceived as rude or courteous. Remember the old saying, "It's not what you say, it's how you say it". It's one of just a few ways the caller can determine your mood and meaning.
- o When you answer the telephone or ask questions in an aggressive or attacking tone of voice, you will also get negative reaction from the caller. With that tone of voice, the RTMC always loses.
- o Remember that answering a motorist's question is your job. This may be the motorist's first call to the RTMC, so do your best to make it a happy experience.
- o Treat the caller as someone who is welcome, not an interruption. The caller is never an interruption. The customer can sense from your tone of voice that they are not an intrusion and they are welcome.
- o If you are not careful with your words, mistakes often follow. The words you use can have several meanings. If you can be misunderstood, chances are that you will be. Work on making your meaning clear to the person on the other end of the telephone.
- o However well meaning your intentions are, the listener's perception is the ultimate test. People's feelings can be hurt easily. As strong as human muscle and bone are, our feelings are really quite fragile. Most of us are very thin skinned and can easily be offended. Negative or sarcastic remarks hurt and the memory lingers.

Authority Projection

- o Knowing your job and up-to-date information will cause this type of voice to be natural.

Pause

- o Take time to breathe; this has the added benefit of allowing the other person to speak and ask questions.

Technology

- o Even with the latest technology, you must keep your mouth at least one inch away from the receiver

Smile

- o Believe it or not, even though they can't see it, they can "feel" it!

9.47 SWIFT SunGuide Center Video Wall, Hardware, and Software Policy

The SWIFT SunGuide Center video wall and all other hardware and software connected to the ITS LAN are used exclusively for conducting ITS related work. Use of SWIFT SunGuide Center equipment not related to the FDOT ITS program is not permitted.

Computers are for use with the SunGuide™ software, Microsoft Office products, and other software products as needed. The staff will operate computers, the internet, and e-mail communications in accordance with Telvent Farradyne policy. No unauthorized software or hardware shall be connected to or installed on any RTMC equipment. Authorization for the installation of all hardware and software must come through Telvent Farradyne. Staff members desiring to install specific software or hardware are required to seek authorization from the

RTMC Operations Manager. The RTMC Operations Manager will determine the need for the requested software and will request authorization from Telvent Farradyne and FDOT.

Equipment will be operated in accordance with current policies and by the manufacturer directions for operation. Specific procedures for using the SunGuide™ software are located in the RTMC SOP.

Radios and other communication devices, such as cellular telephones will only be utilized for business communication and will follow the existing standards for voice communications. This may include the use of signal codes (“10” codes) or similar shortcuts. The user will receive training on the correct use of the device from the RTMC Operations Manager.

RTMC operations staff, under the supervision of the shift supervisor, should attempt to troubleshoot computer and equipment issues by using the steps outlined in the appropriate manuals before contacting the RTMC Operations Manager and the RTMC IT Technician. If unsuccessful, the above individuals should be contacted.

9.48 E-Mail and Communications Systems Usage Policy

All electronic communications sent, received, or stored on the SWIFT SunGuide Center equipment is considered the business records and the property of the SWIFT SunGuide Center. Electronic equipment includes e-mail, local area networks, employee computers, laptop computers, workstation computers, wide area networks, internet, intranet, and cell phones.

All communications should be professional, businesslike, and free of vulgarities and obscenities. The systems may not be used to solicit other individuals for any non-job related purposes.

The SWIFT SunGuide Center reserves the right to access, review, download, print, copy, delete, modify, or disclose the contents of a user's electronic communications at its sole discretion.

The employee's passwords and access rights to the SWIFT SunGuide Center communications systems must be associated with an account issued in the name of the authorized user. The protection of an employee's unique password is a prime responsibility of the password owner. If something is authored from a password protected system, the presumption will be that the owner of the password is the author.

Internet access and e-mail accounts are provided to the staff, but this access is for business use only. This software will not be used to “surf” the internet, play games, or be used in any other inappropriate manner. SWIFT SunGuide Center management will monitor these accounts and activities regularly.

Inappropriate uses of the SWIFT SunGuide Center communications system include, but are not limited to, the following:

- o Accessing, viewing, transmitting, or storing obscene or other inappropriate material such as pornography or e-mail chain letters
- o Engaging in unlawful or unethical communication including communication that is defamatory, obscene, harassing, or gambling
- o Use of passwords to gain access to another user's information without proper authorization
- o Knowingly introducing a computer virus or worm
- o Developing or using programs which attempt to bypass system security mechanisms or to obtain unauthorized access to system resources or to interfere or disrupt system users or resources
- o Excessive personal use of the SWIFT SunGuide Center communications systems

- o Downloading files, listening to music, watching movies, watching TV, and playing games
- o Unauthorized screen savers or wallpapers
- o Use of any resource which will interfere with the timely performance of normal work duties, reduce public confidence, or cast disrespect or adverse reflection upon the SWIFT SunGuide Center
- o Support a personal business or outside employment
- o Support political or religious activities
- o Anything that detracts from the routine functions of the SWIFT SunGuide Center

9.49 *File Record Policy*

All written and electronic files are the property of FDOT. Electronic files will all be saved on the RTMC internal servers and shared drives and will not be tampered with in any way. Written and printed hardcopies of documents will be stored in a common room location in an orderly fashion. FDOT may request any form of documentation at any time.

SWIFT SunGuide Center employees have access to all files and records utilized for RTMC office management and traffic operations. Examples include the data in the SunGuide software, Incoming/Outgoing Microsoft Access database, Field Equipment and Internal Systems Microsoft Access database, operations manuals, etc.

RTMC employees do not have access to personnel files or other sensitive information. Requests for access to necessary documents that are not currently available to the staff should be directed to the RTMC Operations Manager.

9.50 *SWIFT SunGuide Center Issued Equipment*

Equipment, such as two-way radios, pagers, computers, cell phone devices, etc. may be assigned to operators, shift supervisors and others responsible for SWIFT SunGuide Center operations. It is the responsibility of the individual to use this equipment in the manner for which it was designed and within the procedures outlined in this document. Personal use of any equipment is not authorized. All equipment shall be issued with a user manual. Special training will be provided, if necessary.

RTMC operations staff will report lost, damaged, or stolen equipment to their supervisor immediately. Individuals will be required to replace damaged or lost equipment if it is determined that the user was negligent.

9.51 *TIM Team Coordination Guidelines*

FDOT, MCCO, and FHP are members of all three Traffic Incident Management (TIM) Teams in FDOT District 1. The TIM Team holds local and statewide meetings every two months in an effort to bring the incident responders and other local agencies together to discuss methods to clear travel lane blockages and handle roadway incidents more safely and effectively.

TIM Team coverage areas in FDOT District 1:

- o Collier and Lee Counties
- o Charlotte, Sarasota, and Manatee Counties
- o Polk County

The FDOT RTMC Manager and RTMC Operations Manager are the designated meeting representatives for the SWIFT SunGuide Center and will work with the TIM meeting facilitators and other represented agencies to achieve the overall goals of the TIM Team. The RTMC

Operations Manager will designate at least one RTMC staff member to attend these meetings in their absence.

Normally, the TIM Team facilitators wish to review one or two Level 3 or large impact incidents that occurred between meetings to discuss actual events that transpired at the incident scene. These “debriefings” help to identify the actions that need to be improved to clear lane closing incidents more quickly. Some items that are normally identified for change are the incident responders thought processes, outdated agency policies, or the need for additional training. These incidents are either selected by the FDOT RTMC Manager, RTMC Operations Manager, or requested by other members of the TIM Team.

9.52 *Post Incident Analysis and Debriefings*

Routine evaluations of responses to unexpected traffic scenarios will be conducted on a regular basis. These scenarios will always be identified to all employees prior to the start of the debriefing so the SWIFT SunGuide Center operations staff may review their actions and specific incident details. These post incident debriefings will not be conducted during peak travel periods or during active lane closing incidents.

The purpose of these debriefings is to evaluate individual responses to actual traffic events, communications between operators, and the effectiveness of the SWIFT SunGuide Center response. Typical questions that are asked at debriefings may be, “Is there a better way we could have responded?” and “What resources could we have used to better respond to the situation?” Individual and team feedback is an essential product of this evaluation process.

10 SunGuide™ Software – Description

The SunGuide™ software was developed by SwRI for the FDOT Central Office to provide a common software platform for all TMC Operations in the state of Florida. The SunGuide™ software has the capability to control field devices (CCTV, DMS, etc.), post travel times on DMS, collect event data, create performance measure reports, and manage/dispatch Road Rangers. The SunGuide™ software is still in the development stages and will eventually include the capability of controlling ramp meters, and streamlining center-to-center communications.

The SunGuide™ software comprises of two parts:

- o Event Management / Performance Measures (EM/PM)
- o SunGuide Software Incident Management (IM) Module

EM/PM functions as a data entry tool and serves as the systems event creation and tracking program. The SunGuide software IM Module allows for the monitoring and interaction with the field equipment.

10.1 Event Management / Performance Measures (EM/PM)

The following sections provide an overview of the Event Management / Performance Measures module in the SunGuide software. For more detail instructions on how to use this and other modules in SunGuide software, refer to the latest SunGuide Software Users Manual. Updates to the SunGuide User Manual can be obtained from <http://sunguide.datasys.swri.edu/>.

The FDOT District 1 SunGuide Southwest RTMC uses the EM/PM module of the SunGuide software to collect, store and disseminate information about incidents along the roadways actively managed by the RTMC. Through various input screens, information about incidents is entered by the TMC Operator.

The main objectives of SunGuide event management are:

- o Traffic Event and Incident Management
- o Information Dissemination to the Public
- o Road Ranger Dispatch
- o Reporting and Tracking Roadway Impact
- o Sending Incident Notifications to Incident Responding Agencies

10.2 SunGuide Software Incident Management Module

As previously stated, the SunGuide software Incident Management (IM) Module enables the user to monitor and interact with the field equipment. Specifically, this module allows DMS, CCTV, and video wall control functions. These controls provide the RTMC operators with the necessary tools to effectively monitor the progression of multiple incidents simultaneously. The SunGuide IM Module also contains an algorithm that uses occupancy, volume, and speed data to make a determination of a probable incident, based on user-defined thresholds.

11 Road Ranger Roles and Responsibilities

There are many responsibilities and activities required of the Road Ranger Service Patrol program. The Road Ranger Service Patrol contractors are ultimately responsible to perform these services as stated in their contract, but the RTMC assists this program by dispatching, monitoring and documenting all Road Ranger Service Patrol activities. The following section provides a description of the program and an overview of the Road Ranger Service Patrol contract scope of services as it pertains to RTMC operations.

11.1 Program Overview

FDOT District 1 operates the Road Ranger Service Patrol program to provide trained and certified Road Ranger operators and roving Service Patrol vehicles in the five counties traversed by I-75: Collier, Lee, Charlotte, Sarasota, and Manatee. The Service Patrol vehicles are privately owned, specially equipped pick-up trucks working under contract to FDOT. The primary purpose of the Road Ranger Service Patrol is to respond to non-recurring incidents such as motor vehicle collisions, material spills, and vehicle disabilities. The response and assistance provided by the Road Ranger Service Patrol at these traffic incidents helps improve safety to motorists and other incident scene responders. Additionally, the Road Ranger Service Patrol program helps to reduce the disruption to the traffic stream and provides on site communications to the RTMC. All services are provided to the motoring public free of charge.

The Road Ranger Service Patrol vehicles operate 16 hours per day, 7 days per week, including holidays. FDOT handles program administration and empowers the RTMC to handle the communications responsibilities.

11.2 Road Ranger Duties

The Road Ranger Service Patrol program has the following duties:

- o Continually patrol a freeway segment (beat) to detect and respond to traffic disruptions and provide free assistance to motorists in need. This includes minor repairs, tire changing, jump starts, water, fuel, the use of a cellular telephone, etc.
- o Provide a measure of advance warning to on-coming motorists through the use of a truck mounted DMS with amber LED illumination.
- o Immediately take action to clear the lanes of all disabled or damaged vehicles when no injuries are involved
- o Clear small debris and non-hazardous spills from the roadway
- o Take action as a first responder. Call FHP and/or 911 as appropriate for Fire Rescue agencies to respond to serious traffic accidents. The operator will protect the scene by setting cones, flares, and using the truck mounted DMS board.
- o Make every attempt to reduce the impact on traffic while maintaining scene safety. Render assistance to FHP, Fire Rescue, Wrecker Service and other responders as needed.
- o Inform any vehicle driver that they will assist them to relocating operational vehicles that are involved in traffic incidents to a safe location, such as Accident Investigation Sites.
- o Inform any vehicle driver that they will assist them to follow the Florida Laws by relocating disabled vehicles that are obstructing traffic to a safe location.
- o Report suspicious activity or security concerns to the RTMC.
- o Report abandoned vehicles to the RTMC, begin the FHP tolerance clock and mark the abandoned vehicle with a high visibility specialty tag.
- o Report traffic conditions to the RTMC.

- o Notify the RTMC upon incident scene arrival.
- o Contact the RTMC whenever there is a change in incident status. Changes include the arrival and departure of other incident responders, opening and closing of additional travel lanes, etc.
- o The Road Ranger Service Patrol relocates vehicles out of traffic or hazardous locations. Once vehicles are on the shoulder, if towing services are required, the Road Ranger Service Patrol will contact FHP who will follow their procedure to dispatch from the tow rotation list.

11.3 Patrolling

The Road Ranger Service Patrol freeway segments (beats) and the Road Ranger Service Patrol vehicle types associated with each patrol area can be referenced in the RTMC SOP manual. The Road Ranger Service Patrol operator should continuously patrol their designated beat seeking disabled vehicles, stranded motorists, roadway debris, spilled loads, vehicle crashes, obstructions to traffic, suspicious activity and other potential hazards.

11.4 Clearing Lanes and Clean-up

The Road Ranger Service Patrol should work to clear travel lanes and emergency lanes of all disabled vehicles, accidents, debris, and other obstructions to traffic. The Road Ranger Service Patrol should remove small non-hazardous debris from the roadway and deposit collections in areas designated by FDOT.

The Road Ranger Service Patrols should dispose of debris gathered during the patrolling rounds and generated during incidents. They should use appropriate containers to store their collected materials during clean up. They should not dispose collected material on any roadside and shall only dispose this collected material at official collection sites.

The Road Ranger Service Patrols are not authorized to handle hazardous material. The Road Ranger should inform the RTMC of the type of debris encountered. If the debris cannot be safely handled by one Road Ranger, the RTMC will dispatch a second Road Ranger to assist. In addition, the Road Ranger is required to notify the RTMC if assistance from FDOT Maintenance or the asset management contractor is required.

11.5 Driving in the Emergency Lanes to Reach Incidents

The Road Ranger Service Patrol operator will call the RTMC for permission to drive in an emergency lane (shoulder) to reach an incident. The RTMC operator will notify the RTMC Shift Supervisor or designee of the request, who in turn will notify FHP dispatch. The RTMC Shift Supervisor or designee will use sound judgment to determine if the use of the emergency lane is warranted.

Road Ranger Service Patrol operators should only request to drive in the emergency lane when traffic is moving 10 miles per hour or less. The Road Ranger should use caution when driving along the shoulder and not exceed speeds of 15 miles per hour.

11.6 Road Ranger Service Patrol Advice to Motorists

Prior to providing any assistance, the Road Ranger Service Patrol operator should inform the motorists of the following:

- o When travel lanes are blocked, inform the motorists of the "Move It" law and distribute the "Move It" pamphlet.

- o Inform the motorists that moving, fueling, servicing their vehicle, and calling a towing service will be provided free of charge as a courtesy by FDOT.
- o Once the vehicle is cleared from travel lanes, Road Ranger Service Patrol operator may only attempt minor repairs not to exceed approximately fifteen (15) minutes.
- o Should repairs not prove possible within the 15 minute time frame, the motorist shall be allowed up to three (3) telephone calls of three (3) minutes duration each by using the cellular telephone in the Road Ranger Service Patrol vehicle to make arrangements for further service, towing, or transportation.
- o All costs for further service, towing or transportation must be paid by the motorist.

In no event should the Contractor or the Road Ranger Service Patrol provide or recommend any towing company or repair service facility to the disabled motorist. If the motorist requests the assistance of a motor club, the operator will provide the motorist with the use of a cellular phone. At the end of each service call, the Road Ranger Service Patrol operator shall distribute comment cards.

11.7 Assistance to Motorists

The Road Ranger Service Patrol shall provide prompt, courteous and skillful assistance to motorists as follows:

- o Move the disabled vehicle from travel lanes
- o Change flat tires
- o Provide jump-starts
- o Provide up to one gallon of unleaded fuel to the motorist, which should be enough to enable them to reach the closest fueling location.
- o Provide water
- o Assist the motorist with mechanical failures and perform minor repairs, when feasible. This should only be done if the mechanical problem can be remedied quickly (maximum 15 minutes).

The Contractor or Road Ranger Service Patrol shall not charge any fees, accept any gratuities, recommend secondary towing service, or recommend repair/body shops. VIOLATION OF THIS REQUIREMENT SHALL CONSTITUTE GROUNDS FOR IMMEDIATE TERMINATION OF THE EMPLOYEE AND/OR CANCELLATION OF THE CONTRACT.

11.8 Maintenance of Traffic

The Road Ranger Service Patrol is required to set up temporary Maintenance of Traffic (MOT) for all assist activities on the highway. MOT equipment includes highway flares, cones, flagging, flashing amber/white lights, arrow board, DMS board, etc. to assist with traffic control.

The following guidelines have been established:

- o Always stop 1 car length behind the incident if first on the scene
- o Leave at least 1 car length (30-50 feet) in between the Road Ranger Service Patrol vehicle and the incident vehicle in front
- o Turn tires toward the nearest curb
- o DMS board must show the appropriate message or four points for shoulders
- o 15 cones MUST be used if you are blocking ANY lanes
- o Use proper tapering of lanes (minimum of 5 cones per lane)
- o Cones must be spread out all the way to the front of the incident scene
- o No less than 8 cones MUST be used while working on the shoulder (disabled vehicle, accident, paperwork, etc.)
- o Road Ranger Service Patrol should notify RTMC before leaving the vehicle

- o There should be one Road Ranger Service Patrol per travel lane blocked when possible
- o Light bar must be on when parked on shoulder
- o Relocate vehicle in accordance with the Vehicle Positioning & Scene Safety SOG
- o The Road Ranger Service Patrol should not spend more than 5 additional minutes on the shoulder after an incident has been cleared
- o Seat belt **MUST** be worn at all times while in the truck, including times in the shoulder lane
- o The Road Ranger Service Patrol operator must wear their safety vest at all times both in and out of their truck
- o Safety vest must be clean and worn properly for maximum visibility
- o Safety vest must fit properly
- o Safety vest should be closed in front

11.9 Accidents

The Road Ranger Service Patrol should notify the RTMC and request Law enforcement, fire, and ambulance assistance when necessary at accident scenes. The Road Ranger Service Patrol should remain at the scene until the appropriate assistance arrives or is released from obligation by the Incident Scene Commander. The Road Ranger Service Patrol should follow all directions of Law enforcement personnel. The Road Ranger Service Patrol should protect accident scenes by setting Maintenance of Traffic (MOT) equipment, independently or adding to other responders MOT.

11.10 Abandoned Vehicles

The Road Ranger Service Patrol should notify the RTMC of all abandoned vehicles, and adhere an official high visibility sticker to the rear windshield glass. The Road Ranger should report the vehicle's location, make, color, body type, license plate number, and lane blockage information. The RTMC operations staff shall provide this information to FHP dispatch. If the abandoned vehicle is impeding traffic or is considered to be a potential safety hazard, the Road Ranger should move the abandoned vehicle to the shoulder. The RTMC operator will provide the Road Ranger with the SunGuide event confirmation number. The RTMC operations staff shall monitor the status of the abandoned vehicle via the Road Rangers and CCTV until the vehicle has been removed or departed. This procedure is intended to compliment the FHP 'Red – Tag' procedure, such that, FHP Troopers also remain responsible to 'Red-Tag' abandoned vehicles that have not been addressed by Road Ranger Service Patrol.

By law, abandoned vehicles will be removed from the roadway by FHP after 6 hours. Road Ranger Service Patrol is now authorized to issue FHP endorsed abandoned motor vehicle tags to vehicles they encounter on the roadway. This allows FHP to "start the clock" for the removal of abandoned vehicles when either Road Ranger Service Patrol or FHP arrive at the scene, which should help reduce the clearance time of these hazards from the roadway.

11.11 Disabled Vehicles

The Road Ranger Service Patrol should offer services to stranded motorists even when the motorist's vehicle is already moved from the travel lane. Disabled vehicles should be removed from the travel lanes, with the least delay practicable, by moving them to the shoulder area or drop location.

Should a motorist refuse to allow a disabled vehicle to be cleared from travel lanes, the Road Ranger Service Patrol should contact the RTMC for assistance. The RTMC operations staff will contact FHP and the Road Ranger Service Patrol should setup appropriate MOT to protect the

incident scene until FHP personnel arrive. The Road Ranger shall not attempt to move these disabled vehicles until directed to do so by FHP or responding Law Enforcement.

All disabled vehicles that are relocated should be parked with the wheels turned away from the roadway and the parking brake should be set, if possible.

11.12 Animals

After clearing the travel lane, the Road Ranger Service Patrol should call and report the location, type, and condition of injured or dead animals to the RTMC.

11.13 Transporting People

If vehicle assistance or towing services cannot be obtained for a motorist, rather than leaving the motorist stranded, the Road Ranger Service Patrol should contact the RTMC and request authorization to transport the motorist to the nearest facility with available communications within the physical limits of their contractual obligation.

11.14 Florida Highway Patrol Towing Service Rotation System

If a motorist does not request a specified towing service, repair facility, or have other arrangements, the Road Ranger Service Patrol should contact the RTMC to request a towing service to be provided through the FHP towing service rotation system. The RTMC operations staff shall notify FHP dispatch and facilitate the communication between the FHP dispatcher and the motorist so that the FHP dispatcher can obtain the required information.

11.15 Assistance to Law Enforcement Personnel

The Road Ranger Service Patrol shall render assistance and obey the orders of law enforcement personnel when requested. Any request by law enforcement officials to provide assistance beyond the limits of the contractual obligation shall only be authorized by the FDOT Road Ranger Service Patrol Project Manager. The RTMC Shift Supervisor on duty will contact the FDOT Road Ranger Service Patrol Project Manager for approval.

11.16 Communication with the SWIFT SunGuide Center

When communicating with the RTMC, the Road Ranger Service Patrol is required to communicate in the English language in as clear and concise a manner as possible.

The Road Ranger Service Patrol is required to notify the RTMC as noted in other sections and for the following:

- o For all stops, prior to exiting their vehicle.
- o Once the Road Ranger Service Patrol has assessed the situation, to inform the RTMC of the nature of the stop and assistance required.
- o Any special requests from the motorists, such as need of emergency services to treat injuries.
- o Any travel lane blocking changes during an event.
- o Any requests for additional services, such as fire rescue, Road Ranger back-up, or the asset management contractor.
- o The beginning and end of any Road Ranger Service Patrol status changes, such as meals or breaks.
- o Departing from a stop to provide services.
- o Large spilled loads or large debris, or in other situations as appropriate.

- o Before and after inspections.

11.17 Authorized Road Ranger Service Patrol Stops

Road Ranger Service Patrol should continuously patrol their designated beat, unless stopping to:

- o Assist stranded motorists
- o Remove disabled vehicles from travel lanes
- o Remove small spills and debris from the travel lanes
- o Assist with incident site traffic management
- o Break (15 minutes) or lunch (30 minutes) period
- o Bathroom breaks (15 minutes)
- o Refuel Road Ranger Service Patrol vehicle

Rest and lunch periods shall be postponed or interrupted at the discretion of the RTMC if the services of the Road Ranger Service Patrol are needed.

11.18 Authorized Leave from Road Ranger Beats

Road Rangers must get authorization to leave their beat from the RTMC. The Road Ranger Service Patrol may leave their designated beats if one of the following occurs:

- o Mechanical failure of the Road Ranger Service Patrol Vehicle. In this instance a backup vehicle shall be put into service within thirty (30) minutes.
- o Replenish supplies or refuel at the nearest facility not to exceed two (2) miles from the beat. The vehicle leaving the beat for obtaining the fuel or supplies may do so no more than once per shift and must return to service within thirty (30) minutes.
- o In response to an order from a law enforcement officer or fire department official
- o For a Road Ranger Service Patrol rest period of no longer than fifteen (15) minutes. Such rest periods shall be outside the periods of 0700 – 0900 hours and 1500 – 1800 hours and shall be no more frequent than one such period per eight (8) hour work period worked by the specific Road Ranger Service Patrol.
- o A lunch period of no longer than thirty (30) minutes
- o The Road Ranger Service Patrol may leave the beat to bypass a significant queue to reach an incident or lane blockage. The diverted path must be quicker than traveling along the shoulder or there is no shoulder to use.
- o To change drivers

The Road Ranger Service Patrol must notify and get clearance from the RTMC when a request is made to leave its beat.

11.19 Missing/Malfunctioning Equipment

In the event of missing and/or malfunctioning Road Ranger Service Patrol equipment, the RTMC operations staff is required to notify the Road Ranger Service Patrol Supervisor of the violation and document the notification in the SunGuide software and the Incoming/Outgoing Contact MS Access database.

11.20 Road Ranger Service Patrol Shift Changes

Road Ranger Service Patrol is required to conduct a staggered shift change so that there will not be a lapse in Road Ranger coverage. Road Ranger Service Patrol should not leave their shifts until they receive authorization from the RTMC. When a Road Ranger Service Patrol

receives a request for service or assistance from either the RTMC or a law enforcement officer near the end of the Road Ranger Service Patrol's shift, the Road Ranger Service Patrol shall respond.

11.21 Road Ranger Issue Resolution

If a Road Ranger Service Patrol violates professional conduct or has a personal conflict with the RTMC staff, the RTMC operator should inform the RTMC Shift Supervisor of the issue. The RTMC Shift Supervisor will immediately contact the Road Ranger Service Patrol Supervisor and send an e-mail notification that describes the issue to the FDOT Road Ranger Service Patrol Project Manager, RTMC Operations Supervisor, RTMC Operations Manager, and FDOT RTMC and Contract Manager.

12 Report Preparation and Management

The SWIFT SunGuide Center operations staff will prepare weekly, monthly, quarterly, and annual reports that summarize the operations results of the SWIFT SunGuide Center. This includes, but is not limited to, information concerning detector speeds, travel times, incident timelines, incident levels and types, customer satisfaction, Road Ranger activities, traveler information activities, RTMC operations staff activities, RTMC and field device maintenance activities, and other data items requested by FDOT. The final content and format of these reports are reviewed and approved by FDOT. These reports are written in coordination with the FDOT Statewide Performance Measurement requirements.

The annual report is a more comprehensive report. This report includes the results of the SOP, highlights of successes, a description of systems benefits, and a listing of processes that can be improved, changed, or removed from the operations plan. The annual report includes coordination and compliance with the FDOT internal Tier 4 business plan process.

A list of reports and repeating activities that are prepared and supplied to FDOT is given below.

Daily Reports & Activities

- o Field Equipment and Internal System Status Report @ 0200 (RTMC Shift Supervisor will send by e-mail)
- o Field Equipment and Internal System Status Report @ 0700 (RTMC Shift Supervisor will send by e-mail)
- o Operator Incident and Event Accuracy Report (daily review and data entry)
- o Employees must keep their time sheets current daily for auditing purposes

Weekly Reports & Activities

- o Operations report
- o Archive data records
- o Employee time sheet submittal (provided with each invoice)
- o Operator Incident and Event Accuracy Report (RTMC Operations Supervisor)
- o Generator test and error tracking
- o RTMC Website and Partner Website Functionality Report
- o Video wall computer reset, every Monday morning at 0200 hours
- o SunGuide server restart, every Monday morning at 0200 hours
- o RTMC Operations Supervisor and RTMC Operations Manager meeting

Monthly Reports & Activities

- o Operations report
- o Road Ranger Activity report
- o Invoices and progress reports
- o Update on budget, status of work, and cost summaries
- o SEFRTOC incident analysis
- o 511 QA/QC
- o Data quality checks
- o Video wall lamp reset on the first Monday morning of every month at 0200 hours
- o RTMC Supervisors meeting

Quarterly Reports & Activities

- o Operations report
- o Schedules of project milestones
- o Evaluate and provide RTMC training manuals and materials
- o Staff meeting

Bi-Annual Reports & Activities

- o Update procedures and request improvements to operations
- o Drug testing for all staff
- o Review and revise the SOG
- o Review and revise the SOP
- o Review and revise the DMS SOP

Annual Reports & Activities

- o Operations report
- o FDOT inventory check

Every Two Years – Reports & Activities

- o Criminal background check for the RTMC operations staff

12.1 SEFRTOC Incident Analysis

Every month, all participating SEFRTOC agencies agreed to provide a monthly summary of incidents where their DMS messages were activated for incidents that occurred in another Traffic Management Center's coverage area. These spreadsheets are gathered, merged, and stored as official SEFRTOC records. From this information, operational statistics for each individual agency and the entire subcommittee are compiled.

The RTMC participates in this SEFRTOC effort because:

- o Incidents in FDOT District 1 may impact traffic flowing from FDOT District 4 and FDOT District 6.
- o Incidents in FDOT District 4 and FDOT District 6 may impact traffic in FDOT District 1

The FDOT District 7 TMC is not a participating agency in SEFRTOC, because SEFRTOC is primarily concerned with southeast Florida. The FDOT District 7 TMC, and all other Florida TMCs, will become members of FUSION which is the statewide equivalent of the regional SEFRTOC committee.

A sample spreadsheet for an individual TMC is given below.

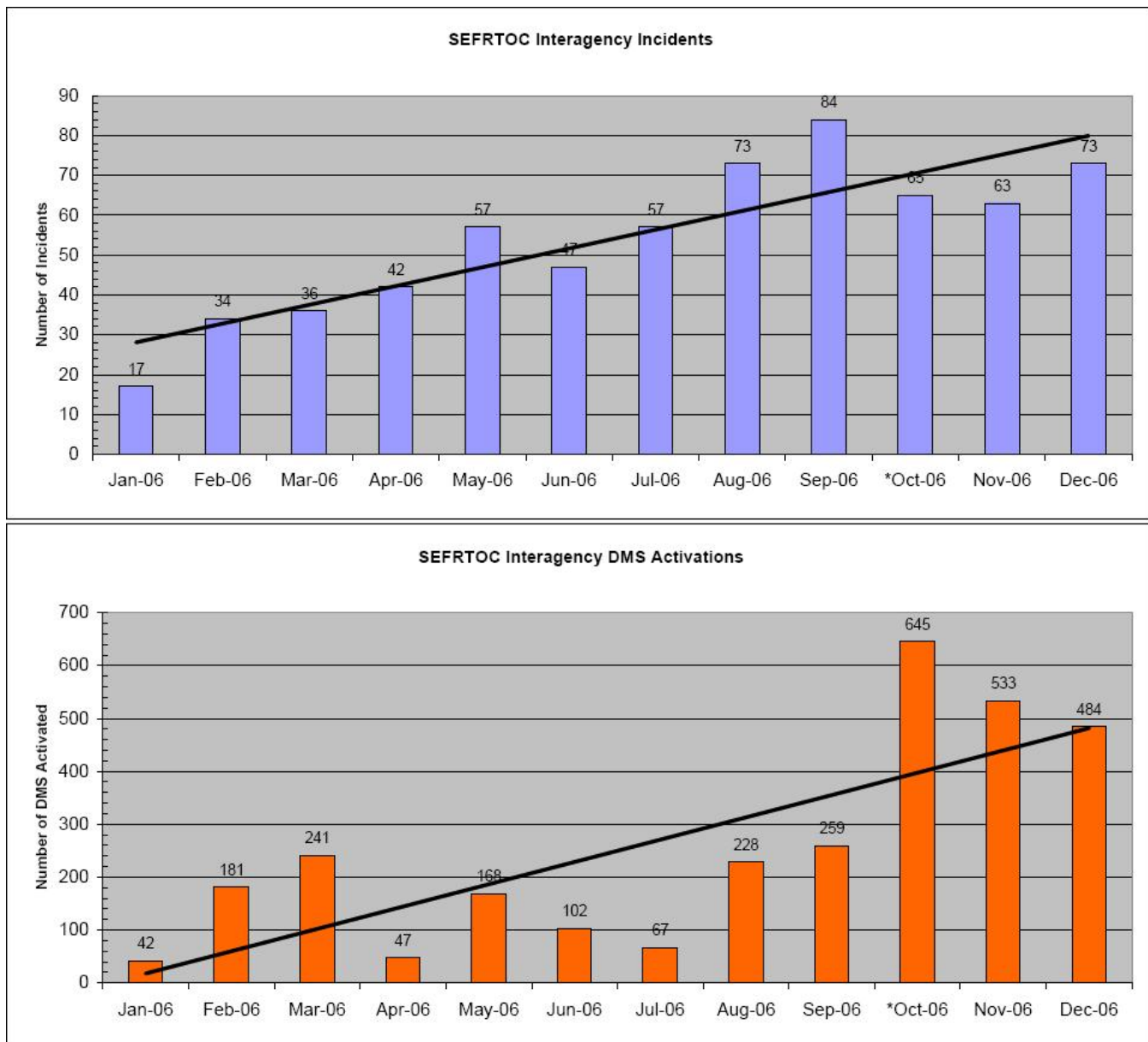
EVENT NUMBER	INCIDENT LOCATION	ROADWAY DIRECTION	AGENCY ASSISTED	DATE	LEVEL1	LEVEL2	LEVEL3	#DMS SIGNS ACTIVATED	DMS DURATION ⁽¹⁾	TOTAL DMS ACTIVATION TIME ⁽²⁾
353399	75 S Beyond Exit 4 - MIAMI GARDENS DR	South	District 6	05/06/2007		1		0	0:22:00	0:00
353794	95 S Before Exit 16 - IVES DAIRY RD	South	District 6	05/07/2007		1		3	0:20:00	1:00
355098	75 S Beyond Exit 4 - MIAMI GARDENS DR	South	District 6	05/11/2007		1		3	0:24:00	1:12
356039	95 S At Exit 12 - GOLDEN GLADES	South	District 6	05/14/2007			1	16	5:01:00	80:16
356845	95 S Before Exit 12 - GOLDEN GLADES	South	District 6	05/16/2007		1		2	0:26:00	0:52
357523	75 S At Exit 2 - NW 138TH ST	South	District 6	05/18/2007		1		5	0:58:00	4:50
361207	75 S Beyond Exit 5 - FLORIDA TURNPIKE	South	District 6	05/30/2007		1		4	0:25:00	1:40
361317	95 S At Exit 14 - MIAMI GARDENS DR	South	District 6	05/30/2007			1	14	3:40:00	51:20
361634	95 S Beyond Exit 14 - MIAMI GARDENS DR	South	District 6	05/31/2007			1	11	2:12:00	24:12
355893	595 E Ramp to Florida Turnpike	East	Turnpike	05/14/2007			1	8	3:03:37	24:28
357586	TPKE N At Exit 58 - SUNRISE BLVD	North	Turnpike	05/18/2007		1		14	0:18:00	4:12
361167	SR869 N Before Exit 1 - SUNRISE BLVD	North	Turnpike	05/30/2007		1		6	1:34:00	9:24
354384	95 N Beyond Exit 51 - LINTON BLVD	North	ITMS	05/09/2007		1		4	0:12:00	0:48
355747	95 N Beyond Exit 45 - GLADES RD	North	ITMS	05/13/2007		1		3	0:09:00	0:27
355822	95 N Beyond Exit 44 - PALMETTO PARK RD	North	ITMS	05/13/2007		1		1	1:54:00	1:54
356547	95 N Beyond Exit 44 - PALMETTO PARK RD	North	ITMS	05/15/2007		1		1	0:52:00	0:52
356558	95 N Beyond Exit 44 - PALMETTO PARK RD	North	ITMS	05/15/2007		1		0	0:10:00	0:00
356947	95 N Before Exit 56 - WOOLBRIGHT RD	North	ITMS	05/17/2007		1		4	0:18:00	1:12
357713	95 N At Exit 50 - CONGRESS AVE	North	ITMS	05/19/2007			1	3	8:23:00	25:09
358361	95 N Before Exit 44 - PALMETTO PARK RD	North	ITMS	05/21/2007		1		2	0:11:00	0:22
360312	95 N Before Exit 48A - YAMATO RD	North	ITMS	05/27/2007		1		3	0:52:00	2:36
361196	95 N Before Exit 44 - PALMETTO PARK RD	North	ITMS	05/30/2007		1		2	0:07:00	0:14
TOTALS					0	17	5	109	1:26	10:46
									Averages in [h]:mm format	

Notes:

⁽¹⁾ Denotes average duration for all DMS used for the particular event (from the time DMS was activated to the time DMS was blanked)

⁽²⁾ Product of the multiplication of "DMS Duration" times "#DMS Signs Activated"

Sample graphs showing the number of incidents and DMS messages activated from all of the participating SEFRTOC agencies in 2006 is given below.



12.2 511 QA/QC

The information given to motorists on the 511 system and 511 website is analyzed every day throughout the month to determine the overall incident accuracy percentage. For District 1, this responsibility is handled by the RTMC. All lane blockage incidents, congestion events, and construction closures with an assigned event number are tracked. Error types include: unreported events, events entered or removed from the system 7 minutes after confirmation, and inaccurate information (location, affected lanes, etc.).

In southeast Florida, each local TMC acquires 511 data from a random week and compares it to the actual 511 activation information. The accuracy percentages are then presented and discussed at the SEFRTOC meetings.

A sample 511 QA/QC spreadsheet is given below.

Inc. Level	Incident Type	Road	Direct. of Travel	Specific Location: Exit / Arterial	Roadway Impact	Delay	Detect- ion Source	Incident Date	Incident Start Time	Confirma- tion Time	ITMS Notified 511	511 DB Inpt	511 Incident Type	511 Road	511 Direct- ion of Travel	Exit	511 Updated #1	511 Incident Update #1	511 Updated #2	511 Incident Update #2	511 Updated #3	511 Incident Update #3	511 Updated #4	511 Incident Update #4	Incident Clear Time	SRS Notified	511 DB Cleared	Remarks	511 Pass/ Fail	
2	ACCIDENT	95	SOUTH	AT GATEWAY BLVD	LEFT LANE	EX 60-53	FHP	5/15/2007	0720	0723	0725	0726	ACCIDENT	95	SOUTH	53	0747		0806		0826					0830	0830	0823		
2	DISABLED VEHICLE	95	NORTH	BEYOND SOUTHERN BLVD	LEFT LANE	N/A	ROAD RANGER	5/15/2007	0843	0843	0845	0845	DISABLED VEHICLE	95	NORTH	68										0856	0854	0854		
2	DEBRIS	95	NORTH	BEYOND DONALD ROSS RD	CENTER LANE	N/A	ROAD RANGER	5/15/2007	0924	0924	0926	0926	DEBRIS	95	NORTH	83										0926	0926	0923		
2	ACCIDENT	95	SOUTH	RAMP TO OKEE BLVD	3 CENTER LANES	N/A	FHP	5/15/2007	1048	1055	1100	1059	ACCIDENT	95	SOUTH	70	1103									1114	1115	1116		
2	ACCIDENT	95	NORTH	RAMP TO PGA BLVD	LEFT LANE	N/A	FHP	5/15/2007	1223	1245	1247	1243	ACCIDENT	95	NORTH	79										1255	1257	1256		
2	ACCIDENT	95	NORTH	BEYOND BLUE HERON BLVD	RIGHT LANE	N/A	FHP	5/15/2007	1401	1417	1420	1420	ACCIDENT	95	NORTH	76										1432	1432	1424		
2	ACCIDENT	95	NORTH	BEYOND PALMETTO RD	LEFT LANE	N/A	SCANNER & ROAD RANGER	5/15/2007	2016	2014	2016	2016	ACCIDENT	95	NORTH	44	2036									2048	2051	2101		Fail
2	ACCIDENT	95	NORTH	BEYOND PALMETTO RD	LEFT LANE	N/A	ROAD RANGER	5/15/2007	2035	2035	2051														2103	2103	N/A	NOT LISTED IN 511 SPREADSHEET	Fail	
2	ACCIDENT	95	NORTH	RAMP TO FOREST HILL BLVD	LEFT LANE	N/A	FHP	5/15/2007	2234	2246	2248	2248	ACCIDENT	95	NORTH	66										2255	2253	2254		
2	ACCIDENT	95	SOUTH	BEFORE INDTOWN RD	LEFT LANE	N/A	FHP	5/16/2007	0731	0740	0733	0741	ACCIDENT	95	SOUTH	87	0802		0815							0833	0814	0814		
2	ACCIDENT	95	SOUTH	BEFORE INDTOWN RD	2 LEFT LANES	N/A	ROAD RANGER	5/16/2007	1437	1437	1433	1433	ACCIDENT	95	SOUTH	87										1456	1457	1455		
2	ACCIDENT	95	NORTH	BEFORE WOODBURY RD	3 RIGHT LANES	EX 52-56	ROAD RANGER	5/17/2007	0628	0628	0630	0630	ACCIDENT	95	NORTH	56	0643	0646								0647	0651	0648		
2	DISABLED VEHICLE	95	SOUTH	AT BLUE HERON BLVD	LEFT LANE	N/A	FHP	5/17/2007	0836	0853	0854	0854	DISABLED VEHICLE	95	SOUTH	76										0910	0911	0911		
2	ACCIDENT	95	SOUTH	BEYOND PALMETTO RD	LEFT LANE	N/A	ROAD RANGER	5/17/2007	0925	0925	0927	0929	ACCIDENT	95	SOUTH	44										0932	0932	0930		
2	DISABLED VEHICLE	95	NORTH	BEYOND 10TH AVENUE	RIGHT LANE	EX 63-66	FHP	5/18/2007	0751	0757	0800	0758	DISABLED VEHICLE	95	NORTH	64										0807	0803	0803		
2	ACCIDENT	95	NORTH	BEYOND BELLY RD	LEFT LANE	EX 68-70	FHP	5/18/2007	1530	1548	1535	1535	ACCIDENT	95	NORTH	69										1539	1543	1540		
2	ACCIDENT	95	NORTH	BEYOND INDTOWN RD	2 RIGHT LANES	N/A	ROAD RANGER	5/18/2007	1912	1912	1914	1914	ACCIDENT	95	NORTH	87	1927	1927	1948							1959	2002	2001		
3	ACCIDENT	95	SOUTH	RAMP FROM YAMATO RD	RAMP CLOSED	N/A	FHP	5/19/2007	0043	0055	0102	0101	ACCIDENT	95	SOUTH	48	0129	0128								0141	0143	0142		
3	ACCIDENT	95	NORTH	AT OKEE BLVD	ROAD CLOSED	N/A	FHP	5/19/2007	0435	0435	0446	0441	ACCIDENT	95	NORTH	70	0510	0533	0533	0544	0546					0550	0552	0551		
2	ACCIDENT	95	SOUTH	RAMP TO BOYNTON BEACH BLVD	RIGHT LANE	N/A	ROAD RANGER	5/19/2007	0614	0614	0617	0616	ACCIDENT	95	SOUTH	57										0633	0634	0634		
2	ACCIDENT	95	SOUTH	AT PGA BLVD	RIGHT LANE	N/A	FHP	5/19/2007	1245	1247	1343	1348	ACCIDENT	95	SOUTH	79	1354									1354	1356	1355		
3	ACCIDENT	95	SOUTH	AT BLUE HERON BLVD	ROAD CLOSED	EX 77-76	FHP	5/19/2007	1332	1344	1343	1402	ACCIDENT	95	SOUTH	76	1403	1423	1424		1443		1506			1515	1519	1519		
3	ACCIDENT	95	SOUTH	RAMP FROM NORTHLK BLVD	RAMP CLOSED	N/A	FHP	5/19/2007	1408	1404	1408	1402	ACCIDENT	95	SOUTH	76	1424									1428	1430	1429	DATA ENTRY ISSUE, BUT OK.	OK
2	ACCIDENT	95	SOUTH	BEFORE ATLANTIC AVENUE	RIGHT LANE	N/A	FHP	5/19/2007	1942	1946	1950	1943	ACCIDENT	95	SOUTH	52	2008									2021	2022	2031		Fail
2	ACCIDENT	95	SOUTH	AT 45TH STREET	LEFT LANE	N/A	ROAD RANGER	5/19/2007	2154	2159	2208	2204	ACCIDENT	95	SOUTH	74	2210	2203	2221	2221	2233	2243	2243			2307	2308	2314		
2	DEBRIS	95	NORTH	BEYOND CONGRESS AVENUE	CENTER LANE	N/A	ROAD RANGER	5/20/2007	1419	1419	1423	1423	DEBRIS	95	NORTH	50										1424	1426	1424		
2	ACCIDENT	95	NORTH	BEFORE PALMETTO PK RD	LEFT LANE	N/A	FHP	5/21/2007	1341	1401	1404	1405	ACCIDENT	95	NORTH	44										1404	1408	1403		
2	DISABLED VEHICLE	95	SOUTH	BEFORE 10TH AVENUE	RIGHT LANE	EX 68-64	ROAD RANGER	5/21/2007	1601	1601	1603	1604	DISABLED VEHICLE	95	SOUTH	64	1628		1719							1731	1732	1732		
2	ACCIDENT	95	NORTH	BEYOND 10TH AVENUE	RIGHT LANE	EX 63-64	FHP	5/21/2007	1814	1825	1827	1826	ACCIDENT	95	NORTH	64										1835	1837	1838		

of	Color Key:	= ITMS reported the incident to 511, but 511 had no record of it.
of		= Inaccurate information (i.e. Incident type, Direction etc.)
of		= 511 posted/cleared an alert on their system after the agreed upon 7 minute window.
of		= Inaccurate location information
of		= 511 posted an alert on their system, well before the incident ever started? Potential for better communications?

12.3 *Field Equipment and Internal Status Reports*

RTMC equipment tests will be performed and problems will be entered into the “Field Equipment and Internal Systems Tracking” Microsoft Access database by the RTMC operations staff 24/7/365.

The RTMC Shift Supervisors will do system wide equipment checks at 0200 and 0700 hours every day, however. The RTMC Shift Supervisors are responsible for completing this test and entering the information into the “Field Equipment and Internal Systems Tracking” Microsoft Access database.

The RTMC Shift Supervisor must perform the following activities to complete this process.

1. Resend DMS messages to all active DMS in the field to determine their status. The time stamps should update which indicates that the DMS message was actually delivered to the unit in the field.
2. Send a blank command to all non-active DMS in the field to determine their status. Again, the time stamps should update which indicates that the DMS message was actually delivered to the unit in the field.
3. Confirm the status of all problem DMS in the field, if possible.
4. Contact the appropriate field personnel for emergency type problems. For specific procedures, please refer to the “DMS Message Malfunction” section of the RTMC Strategic Operations Plan document.
5. Record all DMS malfunctions and dispatch information into the “Field Equipment and Internal Systems Tracking” database.
6. When there are multiple DMS with verified stuck messages, the field technician handling the problems should be sent to the closest DMS to their location first.
7. Check the status of every RTMC CCTV camera.
8. Contact the appropriate field personnel for emergency type problems.
9. Report all camera problems and dispatch information into the “Field Equipment and Internal Systems Tracking” database.
10. Check the status of the VDS and cable barrier system.
11. Record all malfunctions into the “Field Equipment and Internal Systems Tracking” database.
12. Test the SunGuide communications system by sending a test page to the RTMC operations cellular telephone.
13. If the SunGuide communications are not functional, contact the RTMC IT Technician or the RTMC IT Manager.
14. Report all communications problems and dispatch information into the “Field Equipment and Internal Systems Tracking” database. Also, follow the procedures for SunGuide communications failures given in the RTMC SOP document.
15. Check the RTMC website for functionality.
16. Check the RTMC website camera feeds. Record instances where the RTMC CCTV cameras are functional, but they are not displaying properly on the RTMC website.
17. If the RTMC website is not functional or any other emergency level problem is detected, contact MVP Marketing and follow the specific procedures in the RTMC SOP document.
18. Record all malfunctions and dispatch information into the “Field Equipment and Internal Systems Tracking” database.
19. If any portion of the SunGuide software is not functional, contact the RTMC IT Technician or the RTMC IT Manager and follow the specific procedures in the RTMC SOP document.
20. Record all malfunctions and dispatch information into the “Field Equipment and Internal Systems Tracking” database.

21. Additional steps will be listed here as the SOP and SOG procedures are finalized.

Every morning after the 0700 hours test is performed, the RTMC Shift Supervisor must print out the list of all active equipment problems in the database. This information should be e-mailed to the FDOT RTMC and Contract Manager, RTMC Operations Manager, RTMC Operations Supervisor, RTMC Shift Supervisors, RTMC operations staff, RTMC IT Technician, and RTMC IT Manager.

The database must be updated as failures occur, dispatched personnel arrive at the problem site, dispatched personnel leave the problem site, and events take place in the field. Please refer the "[Field Equipment and Internal Systems Tracking](#)" database section of this document for specific descriptions and procedures.

12.4 RTMC Website and Partner Website Functionality Report

Every week, one RTMC Operator is assigned to complete the "RTMC Website and Partner Website Functionality Report". This task involves checking the RTMC website and all other partner agency websites that receive RTMC camera feeds to ensure that the RTMC camera images are properly displayed. This test will be done every week on Friday morning, because the Thursday into Friday overnight shift does not normally have a high volume of lane blocking incidents but should be active with road work activities.

Specific activities are listed below.

- o Print forms from the Blank Forms folder named "RTMC Website Verification YYYY-MM-DD" and "camera names". This will help to locate the right cameras on the websites.
- o Open five (5) Internet Explorer windows and open each one of these website, in order: RTMC, vendor camera browser, 511, **local newspaper, other TBD**. SunGuide must also be running to verify the RTMC camera images through the on-line system.
- o On the Top right corner of the Verification sheet is the Start/End times [XXXX-XXXX] In the box on line 1 column 1 "*Time Verified by RTMC*" will be the same as the Start time. In the box on line 30 column 1 will be the same as the End time.
- o Starting with camera 1 in line 1 record times as shown on camera in order: SunGuide, RTMC website, vendor camera browser, 511, **local newspaper, other TBD**. If the camera comes up as Temporarily Unavailable or that camera is Not Available at all on that website put the appropriate TA or N/A in the box for that camera and website. Add a comment in the comment box to the left.
- o Repeat these steps for each RTMC CCTV camera.
- o Check the following websites for errors on linking to them from the RTMC website: FHP, 511, FDOT, **local newspaper, local media, and other traffic management centers**. On the Verification sheet label each box with YES or NONE and the appropriate comment for that websites status.
- o Save as "RTMC Website Verification YYYY-MM-DD" with the correct year month and day in the "RTMC Website Verification" folder in the "Blank Forms" folder.
- o Open the RTMC website, go to the *Incident Report* page, and print screen. Paste this image into a Word Document and save as "YYYY-MM-DD RTMC." Repeat this for all the websites listed above. Save all of these images in the word document and save it in the "Screenshot" folder located in the "RTMC Website Verification" folder. Make a new folder for that test day.
- o Attach and e-mail the Website Verification Form and the screenshots document to the following recipients:
 - RTMC Operations Manager

- RTMC Operations Supervisor
- RTMC Shift Supervisors
- RTMC Contract Manager

The e-mail should be in the following format:

Subject: RTMC Website Verification YYYY-MM-DD

John,

On Friday, March 31, 2007 I checked the RTMC website for error on links and I did not find any errors.

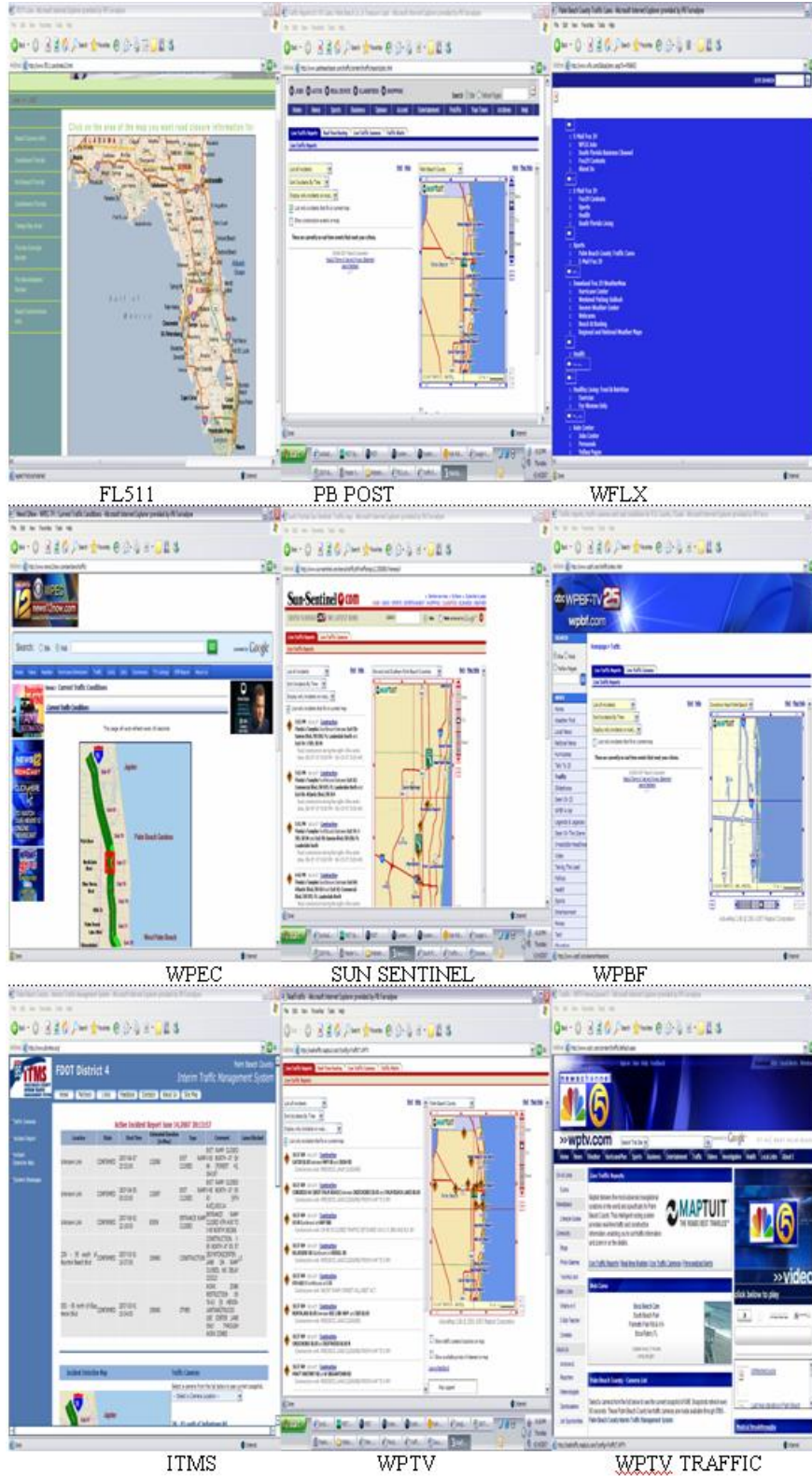
I checked the RTMC (SunGuide and vendor supplied software), local newspapers, local media, and 511 websites starting at 0237 and found the following errors (see attachment).

I also checked and took a screen shot (attached) of the above websites for discrepancies with the RTMC website.

12.4.1 RTMC Website Verification Form – Example

ITMS WEBSITE VERIFICATION														
Date	6/4/2007				Verification Time:				1806 -		1942			
ITMS Website Links					ITMS Website Links					ITMS Website Links				
FHP		WORKS			CITY OF BOCA RATON		WORKS			FEEDBACK WAS CREATED AND SENT				
SMART GUIDE TMC		WORKS			SUNGUIDE		WORKS							
FDOOT		WORKS			PALM BEACH COUNTY		WORKS							
FL511		NOT WORKING			FDOOT		WORKS							
Key:					TURNPIKE		WORKS							
OL = Off Line					SMART SUNGUIDE TMC		WORKS							
ND = Not Deployed														
TA = Temporarily Unavailable														
NONE = No CAMERA on web site														
Time		Reported Time on Website Cameras												
SZ #	Camera Location	Verified by ITMS	ITMS	FL511	PB Post	Sun-Sentinel	WPTV	WPEC	WFLX	WPBF	Miami Herald	CAMERA COMMENTS		
1	N of INDIANTOWN RD	1807	T/A	T/A	T/A	NONE	T/A	T/A	T/A	T/A	NONE	UNAVAILABLE		
2	S of INDIANTOWN RD	*	T/A	T/A	T/A	NONE	T/A	T/A	T/A	T/A	NONE	UNAVAILABLE		
3	N of MILITARY TRAIL	*	1807	1827	1835	1843	1847	1852	1857	1924	1938	NONE		
4	S of PGA BLVD	*	1807	1827	1835	NONE	NONE	1852	1857	1924	1938	NONE		
5	N of BLUE HERON BLVD	*	1807	1827	1835	1843	1848	1852	1857	1924	1938	NONE		
6	S of BLUE HERON BLVD	*	1807	1827	1835	1843	1848	1852	1857	1924	1938	NONE		
7	N of OKEECHOBEE BLVD	*	1808	1828	1835	NONE	NONE	1852	1857	1924	1938	NONE		
8	S of PALM BEACH LAKES BLVD	*	1808	1828	1835	NONE	1848	1852	1857	1924	1939	NONE		
9	S of OKEECHOBEE BLVD	*	1808	1828	1835	1843	1848	1852	1857	1924	NONE	NONE		
7A	N of PALM BEACH LAKE	N/D	N/D	N/D	N/D	NONE	NONE	N/D	N/D	N/D	NONE	SZ 7A		
11	N of SOUTHERN BLVD	*	1809	1828	1836	NONE	1848	1852	1858	1824	1939	NONE		
12	S of SOUTHERN BLVD	N/D	N/D	N/D	N/D	NONE	N/D	N/D	N/D	NONE	N/D	SZ12 N/D		
13	N of FOREST HILL BLVD	*	1809	1828	1836	1844	1849	1853	1858	1936	1941	NONE		
14	S of FOREST HILL BLVD	N/D	N/D	N/D	N/D	NONE	N/D	N/D	N/D	N/D	NONE	SZ 14 N/D		
15	N AT 10TH AVE	*	T/A	T/A	T/A	T/A	NONE	T/A	T/A	NONE	T/A	NONE		
16A	S of 6TH AVE. SOUTH	*	1809	1829	1836	NONE	NONE	1853	1859	1936	1941	NONE		
16	S of LANTANA RD	*	1809	1829	1837	1846	1849	1853	1859	NONE	1941	NONE		
17	N of HYPOLUXO RD	*	1811	1829	1837	1846	NONE	1853	1859	1936	1941	NONE		
18	N of GATEWAY BLVD	*	1811	1829	1837	NONE	NONE	1853	1859	NONE	1941	NONE		
19	S of GATEWAY BLVD	*	1811	1829	1837	1846	1851	1854	1859	1937	1941	NONE		
20	N of BOYNTON BEACH BLVD	*	1816	1829	1837	NONE	NONE	1854	1859	NONE	1941	NONE		
21	N of WOOLBRIGHT RD	*	1816	1830	1837	1846	1850	1854	1901	1937	1941	NONE		
22	S of BOYNTON BEACH BLVD	*	1816	1830	1837	1846	NONE	1854	1901	1937	1942	NONE		
23	S of WOOLBRIGHT RD	*	1817	1830	1839	1847	NONE	1854	1901	1937	1942	NONE		
24	N of ATLANTIC AVE	*	T/A	T/A	T/A	T/A	T/A	T/A	T/A	T/A	T/A	NONE		
26	N of LINTON BLVD	*	T/A	T/A	T/A	T/A	T/A	T/A	T/A	T/A	T/A	NONE		
27	S of LINTON BLVD	*	T/A	T/A	T/A	T/A	NONE	T/A	T/A	T/A	T/A	NONE		
28	S of CONGRESS AVE	*	1822	1831	1839	1847	NONE	1854	1901	1937	1942	NONE		
29	N of GLADES RD	*	1822	1831	1839	1847	1851	1855	1902	1937	1942	NONE		
30	S of GLADES RD	1942	1822	1831	1839	1847	1851	1856	1902	1937	1942	NONE		
OTHER ERRORS:		FL 511'S WEBSITE FROM ITMS WEBSITE LINK IS NOT WORKING.												
CORRECTED ERRORS:		WEBSITE LINKS HAVE BEEN REVISED.												

12.4.2 Website Screenshot Example



12.5 Operations Reports

Weekly, monthly, quarterly, and yearly operations reports are created and submitted to FDOT. These reports contain a variety of RTMC operational information and activities. Descriptions of these reports and the activities necessary for data collection are given throughout this section.

12.5.1 Weekly Operations Report

Insert report descriptions, when developed.

12.5.2 Monthly Operations Report

Insert report descriptions, when developed.

ITMS Example:

The operations staff will prepare monthly reports on activities conducted by the ITMS. The report will focus on several areas including the following:

1. Number of Incidents handled, by type.
2. Average incident duration, average lane blocked time by incident level, and average incident time as defined by the "Open Roads" policy. The "Open Roads" policy is defined as: The duration of an incident from the first arrival of FHP personnel until all travel lanes are open.
3. Road Ranger response time by zone, average on scene time, average total call time, and monthly activity by category count.
4. Road Ranger AVL communications status report.
5. Number of incident notifications to and from the ITMS.
6. Number of visitors to the ITMS.
7. Equipment readiness status – device status in terms of percent operational and time duration to repair failed devices.
8. Number of DMS messages used for incidents, average message duration on all DMS, and the average number of DMS signs used per incident.
9. Other information requested by FDOT

12.5.3 Quarterly Operations Report

Insert report descriptions, when developed.

12.5.4 Yearly Operations Report

Insert report descriptions, when developed.

12.5.5 Information Accumulation for All Operations Reports

Insert when this section is more clearly defined.

12.5.6 Accident Investigation Sites Report

Accident Investigation Sites (AIS) are currently being constructed as part of the I-75 widening project. These AIS are improved areas that are located on the state right-of-way near the freeway mainline. They are specifically designed to provide a temporary relocation point off the freeway mainline for motorists with partially disabled or wrecked vehicles, accidents, law enforcement, fire rescue, Road Ranger motorist assists, and other public service vehicles. Please refer to the “Accident Investigation Sites” section of the RTMC Strategic Operations Plan document for more details.

FDOT requires documentation of the number of times each Accident Investigation Site is used by the public or emergency personnel and the average duration of these events. The RTMC will include the AIS usage frequency and duration in the weekly, monthly, quarterly, and yearly operations reports. FDOT will then provide this information to the FHWA.

The RTMC operations staff must follow the procedures given in the RTMC SOP document to allow for accurate information accumulation. To extract this information for the RTMC operations reports, the RTMC operations staff must perform the following actions.

- o Search the SunGuide software for all events with the incident type “AIS Incident”.
- o Determine the AIS used from the location of the incident and the comments in the comments section in the SunGuide software event reports.
- o Derive the average incident durations of the events from the event search above. The average incident durations should be separated into two categories: events that started on the mainline and were moved to the AIS and events that were never on the mainline and always resided at the AIS.
- o Review the daily activity logs from each of the Road Ranger drivers. Look for incidents that involved AIS usage but do not have a SunGuide event report. Please note that if the RTMC operations staff is conscientious about the AIS procedure, there should not be many discrepancies.
- o Populate the data into a chart that displays the required information. A sample chart is given below.

Sample AIS Usage Chart

	Interchange		Direction	CCTV Camera	Preset #	Project Site ID	RTMC Reports	RR Reports	Total AIS Usage	Avg. Inc. Duration: Mainline to AIS	Avg. Inc. Duration: Always on AIS
1	Exit 107	Pine Ridge	South	X	X	I75S-107	5	3	8	0:30	0:22
2	Exit 107	Pine Ridge	North	X	X	I75N-107	7	9	16	0:28	0:34
3	Exit 111	Immokalee	South	X	X	I75S-111	2	6	8	0:56	0:43
4	Exit 111	Immokalee	North	X	X	I75N-111	9	7	16	0:16	0:15
5	Exit 116	Bonita Beach	South	X	X	I75S-116	8	2	10	1:12	0:31
6	Exit 116	Bonita Beach	North	X	X	I75N-116	2	3	5	0:44	0:25
7	Exit 123	Corkscrew	South	X	X	I75S-123	1	7	8	0:23	0:49
8	Exit 123	Corkscrew	North	X	X	I75N-123	5	5	10	0:13	0:38
9	Exit 131	Daniels	South	X	X	I75S-131	4	7	11	0:55	0:57
10	Exit 131	Daniels	North	X	X	I75N-131	9	8	17	1:03	0:11
11	Exit 136	Colonial	South	X	X	I75S-136	3	6	9	0:47	0:23
12	Exit 136	Colonial	North	X	X	I75N-136	5	2	7	0:41	0:55

12.6 Road Ranger Activity Report

Every month, a Road Ranger Service Patrol Activity report must be submitted to the FDOT Road Ranger Project Manager. This report includes the information given below.

- o Item #1
- o #2
- o #3

The actions necessary to provide this report are given below.

1. Copy one entire day from the Road Ranger Service Patrol Logs
2. Paste Logs into Microsoft Excel. The total here will give you **THE TOTAL NUMBER OF CALLS FOR THAT DAY. (REMEMBER; DO NOT INCLUDE THE 1ST ROW. IT IS A HEADER AND DOES NOT NEED TO BE INCLUDED IN THE TOTAL FOR THE DAY.)**
3. Make sure all cells are highlighted
4. To get **RR MOTORIST ASSISTS**
 - Sort by *PROBLEM 1* – Delete Problem # 18-27, and 29. The number of logs left will be the total for RR Motorist Assists. **DO NOT CLOSE OUT OF SPREADSHEET UNTIL THE LAST STEP.**
5. To Get **ASSISTS INITIATED BY R/R**
 - Sort by Caller- count total number of road ranger calls and that will be the # of Assists Initiated by R/R.
6. To get **NUMBER OF ROAD RANGER SERVICE PATROL INCOMPLETE CALLS**
 - Sort by *ROAD RANGER LEFT SCENE W/O NOTIFYING RTMC* - The calls at the BOTTOM with TRUE in their field are the # of Road Ranger incomplete calls.
7. To get a **RESPONSE TIME IN MINUTES**
 - Sort by *DISPATCH*. This will give you all the calls the Road Ranger was dispatched to.
 - Select the entire column "AA". Right click and select "Format Cells"
 - Under Category select "Custom". Then select "h:mm" and click OK.
 - Scroll across after selecting the first row with data in the *DISPATCH* field. Click on the cell in the 1st blank column on that row. Enter formula: **=(2nd COLUMN AND ROW NUMBER MINUS 1ST COLUMN AND SAME ROW NUMBER)**
 - o EX: **=(F57-E57)****
 - o This will subtract the Dispatch Time from the Arrival Time in each row.
 - o **Hand Calculate and enter the difference between the DISPATCH time and the ARRIVAL time in the cells that display "#VALUE!" in the "AA" column. This may happen because the dates change in the same log.**
 - To average all response times together
 - o Scroll to the bottom of the new column and click on the 1st empty cell right below the column
 - Enter formula into cell **=AVERAGE(START ROW NUMBER COLON END ROW NUMBER)**
 - o EX: **=AVERAGE(57:89)**** This will give you the average response time for all the calls!

PUT ALL GATHERED INFO INTO THE **ROAD RANGER SPREADSHEET**

12.7 Calculating Statistics for the Weekly Road Ranger Report (Backup)

In a separate e-mail addressed to the **RTMC Operations Manager, RTMC Operations Supervisor, and RTMC Shift Supervisors (ONLY!)**, please attach the following *FIRST* before the rest of the Statistics are recorded:

- A. The number of incomplete logs in the RTMC office.
- B. The percentage of incomplete logs in the RTMC office.

1. To get **NUMBER OF CALLS INCOMPLETE**

- Sort by *DEPARTURE* - The calls at the top with blank departures are the # of calls incomplete.

2. To get **PERCENT OF CALLS INCOMPLETE**

- Divide the number of blank Departure Logs by the total number of logs. This will give you the percentage.

*****PUT ALL GATHERED INFO INTO THE OFFICE SPREADSHEET*****

12.8 Other Periodic Activities

12.8.1 Video Wall Computer Reset

The video wall computer must be manually reset every week. The reset should be performed during the weekly SunGuide server restart every Monday morning at 0200 hours as long as there are no active events. If there are active events, the video wall computer must be restarted as soon as all events are closed.

To reset the video wall computer,

- o Go to the computer located under the video wall monitors in the equipment room
- o Flip open the panel on the top computer
- o Press the red “reset” button
- o Use the keyboard to enter the password when prompted.
- o Contact the RTMC Shift Supervisor or the on-call supervisor for the correct password or if you have any questions regarding this procedure.

12.8.2 SunGuide Server Restart

The SunGuide server should be restarted every Monday morning at 0200 hours as long as there are no active events. If there are active events, the SunGuide server must be restarted as soon as all events are closed.

Specific procedures for restarting the SunGuide server will be provided by SwRI as soon as they are developed.

12.8.3 Video Wall Lamp Reset

The video wall lamps do not have to be shut off and should run continuously for the lifetime of the bulbs/lamps.

The video wall or individual cube lamps will only need to be shut down or reset at the manufacturer’s request. If this occurs, the lamps must not be reset when there are active events in the system. If there are active events, the video wall lamp reset should occur as soon as all events are closed.

To reset the video wall,

- o Press the “Standby” button on the back of the video wall monitors.
- o Wait at least 15 minutes, and then press the “Standby” button again.
- o The video wall should relight.

Contact the RTMC Operations Manager or the FDOT RTMC Manager if problems are encountered while resetting the video wall lamps.

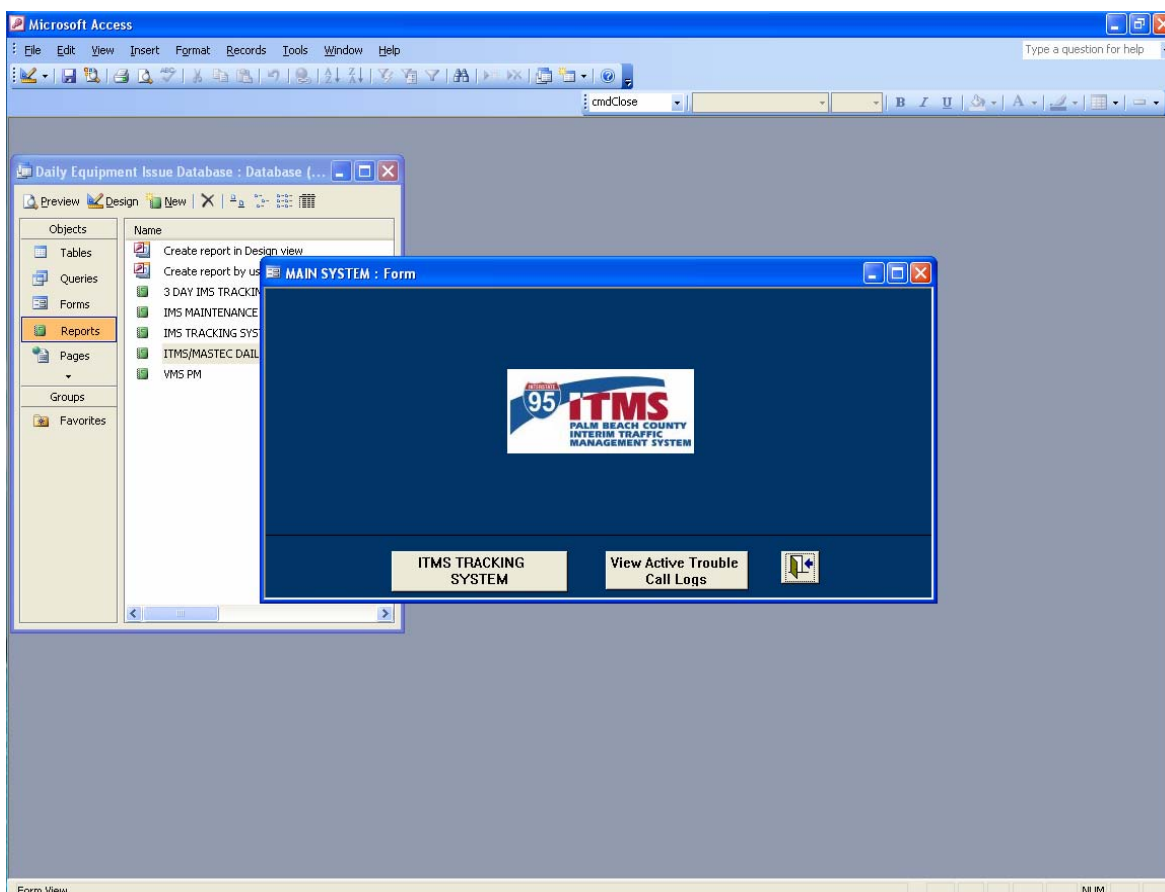
12.9 Field Equipment and Internal Systems Tracking – MS Access Database

A Microsoft Access data entry tool is being created to track field equipment, office equipment, internal systems, inventory, and the RTMC website at the SWIFT SunGuide Center. This database is currently in use at the FDOT District 4 Palm Beach ITMS and is being modified for use at the SWIFT SunGuide Center.

The RTMC operations staff will continuously monitor the status of the items mentioned above and report all failures into this database. Failures of any of this equipment will be dispatched to the appropriate contact or agency according to the procedures outlined in the RTMC SOP.

Every morning, the RTMC Shift Supervisor(s) will test the system and connectivity to the field equipment and update the database by both 0200 and 0700 hours. Please refer to the RTMC Strategic Operations Plan document for the specifics of the above equipment and system test. The RTMC Shift Supervisor will then print out the open items in the database and provide a copy of this report by e-mail to the RTMC IT Technician, RTMC IT Manager, RTMC Operations Manager, RTMC Operations Supervisor, and FDOT RTMC Manager. Hard copies may also be distributed by request.

The database instructions for the ITMS are given below. This information will be updated for use at the SWIFT SunGuide Center as soon as the database is modified.



Open the database from the X-drive. Click on the button "ITMS TRACKING SYSTEM."

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Type a question for help

Daily Equipment Issue Database

Preview Design New X

Objects

Tables

Queries

Forms

Reports

Pages

Groups

Favorites

IMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **ItcNumby**

EQUIPMENT TYPE SELECT

REPORTED BY: SELECT

CENTER: ITMS

LEVEL OF PROBLEM: SELECT

REPORTED TO: "Select Field Eng"

DISPATCHED DATE: 8/14/2007

DISPATCHED TIME: 8:06

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR: SELECT

COMPLETE: ☐

TOTAL TIME:

EQUIPMENT #

MALFUNCTION

SOLUTION

COMMENTS:

Record: 25 of 25

Form View

NUM

The database should open to the ITMS MAINTENANCE TRACKING SYSTEM.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Type a question for help

Daily Equipment Issue Database

Preview Design New X

Objects

Tables

Queries

Forms

Reports

Pages

Macros

Modules

Groups

Favorites

IMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **ItcNumby**

EQUIPMENT TYPE SELECT

REPORTED BY: SELECT

CENTER: DMS

LEVEL OF PROBLEM: SELECT

REPORTED TO: CCTV
OTHER
RTMS
HUB
SZ DMS
SMARTZONE

DISPATCHED DATE: 8/14/2007

DISPATCHED TIME:

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR: SELECT

COMPLETE: ☐

TOTAL TIME:

EQUIPMENT #

MALFUNCTION

SOLUTION

COMMENTS:

Record: 25 of 25

Form View

NUM

To enter a problem, first select the EQUIPMENT TYPE from the drop-down menu. Once this is entered, a log number will auto-generate.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

REPORTED BY F

Daily Equipment Issue Database

Preview Design New X

Objects

Tables

Queries

Forms

Reports

Pages

Macros

Modules

Groups

Favorites

ITMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **ITCONumbr**

EQUIPMENT TYPE **SELECT**

CENTER **ITMS**

REPORTED BY: **SELECT**

LEVEL OF PROBLEM: **SELECT**

REPORTED TO: **"Select Field Eng"**

DISPATCHED DATE: **8:06**

ARRIVAL DATE: **8:06**

DEPARTURE DATE: **8:06**

REPAIR DATE: **8:06**

OPERATOR AT REPAIR: **SELECT**

EQUIPMENT # **SELECT**

MALFUNCTION **SELECT**

SOLUTION **SELECT**

COMMENTS:

Record: 25 of 25

Form View

NUM

Enter the name of the operator reporting the problem in the REPORTED BY drop-down list.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

LEVEL OF PROB

Daily Equipment Issue Database

Preview Design New X

Objects

Tables

Queries

Forms

Reports

Pages

Macros

Modules

Groups

Favorites

ITMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **ITCONumbr**

EQUIPMENT TYPE **SELECT**

CENTER **ITMS**

REPORTED BY: **SELECT**

LEVEL OF PROBLEM: **SELECT**

REPORTED TO: **"Select Field Eng"**

DISPATCHED DATE: **8:06**

ARRIVAL DATE: **8:06**

DEPARTURE DATE: **8:06**

REPAIR DATE: **8:06**

OPERATOR AT REPAIR: **SELECT**

EQUIPMENT # **SELECT**

MALFUNCTION **SELECT**

SOLUTION **SELECT**

COMMENTS:

Record: 25 of 25

Form View

NUM

Select the level of the problem.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Type a question for help

REPORTED TO

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **AutoNumber**

REPORTED BY: SELECT

EQUIPMENT TYPE: SELECT

CENTER: ITMS

LEVEL OF PROBLEM: SELECT

REPORTED TO: "Select Field Eng"

DISPATCHED DATE: 8/14/2007

DISPATCHED TIME: MIKE GRANT
LEONARD WALTER
CAMILO MARTINEZ
BLITCH BRAY
JOHN COYNE
CARLOS SANTAMARIA
MORNING TEST VIA

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR: SELECT

EQUIPMENT #

MALFUNCTION

SOLUTION

COMMENTS:

Record: 14 of 25

Form View

Select the field engineer that the problem was reported to.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Type a question for help

ARRIVAL DATE

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **AutoNumber**

REPORTED BY: SELECT

EQUIPMENT TYPE: SELECT

CENTER: ITMS

LEVEL OF PROBLEM: SELECT

REPORTED TO: "Select Field Eng"

DISPATCHED DATE: 8/14/2007

DISPATCHED TIME: 8:06

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR: SELECT

EQUIPMENT #

MALFUNCTION

SOLUTION

COMMENTS:

Record: 14 of 25

Form View

The "Dispatch Date" and "Dispatched Time" will be filled automatically with the current date and time. Enter the date the field engineer arrived to the device to work on it.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

ARRIVAL TIME

Daily Equipment Issue Database

Preview Design New

Objects

Tables

Queries

Forms

Reports

Pages

Macros

Modules

Groups

Favorites

IMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG #

EQUIPMENT TYPE

REPORTED BY:

CENTER:

LEVEL OF PROBLEM:

REPORTED TO:

DISPATCHED DATE:

DISPATCHED TIME:

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR:

COMPLETE: ☐

TOTAL TIME:

EQUIPMENT #

MALFUNCTION

SOLUTION

COMMENTS:

Record: 14 of 25

Form View

NUM

Enter the time the field engineer arrived to the device to work on it.

Enter the date the field engineer left the device after attempting to work on it in the Departure Date field.

Enter the time the field engineer left the device after attempting to work on it in the Departure Time field.

If the device was successfully repaired, enter the Date the field engineer repaired the device.

Enter the time the field engineer successfully completed the repair to the device.

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Equipment #

Daily Equipment Issue Database

IMS MAINTENANCE TRACKING SYSTEM

ITMS / ATLAS MAINTENANCE TRACKING SYSTEM

LOG # **IttoNumb**

EQUIPMENT TYPE: SELECT

REPORTED BY: SELECT

CENTER: ITMS

LEVEL OF PROBLEM: SELECT

REPORTED TO: "Select Flight Eng."

DISPATCHED DATE: 8/14/2007

DISPATCHED TIME: 8:06

ARRIVAL DATE:

ARRIVAL TIME:

DEPARTURE DATE:

DEPARTURE TIME:

REPAIR DATE:

REPAIR TIME:

OPERATOR AT REPAIR: SELECT

COMPLETE: ☐

TOTAL TIME:

EQUIPMENT #

1
2
3
4
5
6
7
7A

MALFUNCTION

SOLUTION

COMMENTS:

Record: 25 of 25

Form View

NUM

Select the Equipment Number of the device.

The screenshot shows the Microsoft Access application window titled 'Daily Equipment Issue Database : Database'. Inside, the 'ITMS MAINTENANCE TRACKING SYSTEM' form is displayed. The form has a blue header with the title 'ITMS MAINTENANCE TRACKING SYSTEM'. Below the header, there are several input fields and dropdown menus. The 'LOG #' field contains 'rtomnumb'. The 'EQUIPMENT TYPE' dropdown is set to 'SELECT'. The 'REPORTED BY' dropdown is set to 'SELECT'. The 'CENTER' dropdown is set to 'ITMS'. The 'LEVEL OF PROBLEM' dropdown is set to 'SELECT'. The 'REPORTED TO' dropdown is set to 'Select Flight Era'. The 'DISPATCHED DATE' is '8/16/2007' and the 'DISPATCHED TIME' is '13:51'. The 'ARRIVAL DATE' and 'ARRIVAL TIME' fields are empty. The 'DEPARTURE DATE' and 'DEPARTURE TIME' fields are empty. The 'REPAIR DATE' and 'REPAIR TIME' fields are empty. The 'OPERATOR AT REPAIR' dropdown is set to 'SELECT'. The 'COMPLETE' checkbox is checked. The 'TOTAL TIME' field is empty. Below these fields, there is a section for 'MALFUNCTION' and 'SOLUTION'. The 'MALFUNCTION' dropdown is open, showing a list of options: 'SZ - SMART ZONE OUT', 'SZ - SMART ZONE DMS NO RESPONSE', 'DMS - NO COMM. TO SIGN', 'DMS - MESSAGE STUCK ON SIGN', 'DMS - NOT DEPLOYED', 'DMS - NO RESPONSE', 'DMS - DAMAGE DUE TO ACCIDENT', 'RTMS - NO SPEED DATA', 'DMS - NO COMM. (OCF)', and 'DMS - LOW VOLTAGE'. The 'EQUIPMENT #' field is also visible. At the bottom of the form, there is a status bar that says 'Record: 25 of 25'.

Select the Malfunction that corresponds with the device. The Equipment type should match the prefix of the Malfunction drop-down list. For example, RTMS that is not receiving any speed data, the Equipment Type should be RTMS and the Malfunction selected should be “RTMS – NO SPEED DATA”. This field is required for every entry. If this field is left blank, a pop up box will remind you.

The screenshot displays the Microsoft Access application window titled "Daily Equipment Issue Database : Database". Inside, the "ITMS MAINTENANCE TRACKING SYSTEM" form is open. The form is divided into several sections:

- Header:** "ITMS MAINTENANCE TRACKING SYSTEM"
- Form Fields:**
 - LOG # (text box)
 - EQUIPMENT TYPE (dropdown menu)
 - REPORTED BY (dropdown menu)
 - CENTER (dropdown menu)
 - LEVEL OF PROBLEM (dropdown menu)
 - REPORTED TO (dropdown menu)
 - DISPATCHED DATE (text box, value: 8/16/2007)
 - DISPATCHED TIME (text box, value: 13:51)
 - ARRIVAL DATE (text box)
 - ARRIVAL TIME (text box)
 - DEPARTURE DATE (text box)
 - DEPARTURE TIME (text box)
 - REPAIR DATE (text box)
 - REPAIR TIME (text box)
 - OPERATOR AT REPAIR (dropdown menu)
 - COMPLETE (radio button)
 - TOTAL TIME (text box)
- Form Controls:**
 - EQUIPMENT # (dropdown menu)
 - MALFUNCTION (text box)
 - SOLUTION (dropdown menu, currently open)
 - COMMENTS (text box)
- Solution Dropdown Menu:**
 - SZ - OTHER (SEE COMMENTS)
 - HUB - OTHER (SEE COMMENTS)
 - RTMS - OTHER (SEE COMMENTS)
 - SZ - PREVENTIVE MAINTENANCE
 - SZ - FOUND NO MALFUNCTION
 - CCTV - PREVENTIVE MAINTENANCE
 - CCTV - ADJUSTED IRIS CONTROLLER
 - DMS - PREVENTIVE MAINTENANCE
 - HUB - PHONE COMPANY NOTIFIED
 - OTHER - TURNED POWER OFF THEN ON
- Footer:** "Record: 14 of 25", "CAPS", "NUM"

Once a solution is provided, enter it in the Solution field. Again, the pre-fix should match the Equipment Type.

There is a dial button labeled "Complete". This button is only clicked by the field engineer when he approves the completion of the log.

For a table with all the logs, click on the "View Active Trouble Call Logs" button on the main menu screen.

12.10 *Incoming/Outgoing Calls – MS Access Database*

This database is currently under development. When completed, the description and instructions for operator use will be given here.

12.11 Operator Incident and Event Accuracy Report

This section establishes policies and procedures for the quality control process regarding the data collected in the SunGuide™ software within the FDOT District 1 SWIFT SunGuide Center. The quality control procedures below target operator performance with regards to event management and data collection. The following Quality Control procedures are intended to:

- o Monitor TMC Operator performance on important events, such as travel lane closure events, that have the greatest impact to the public
- o Quickly identify and correct RTMC Operator errors to ensure the accuracy of data for overall performance measure reporting and improved operations
- o Identify areas for additional RTMC Operator training
- o Identify areas for improving the SunGuide™ software

12.11.1 Quality Control Guidelines

The Quality Control process is an essential task of the RTMC Operations. To function in the most efficient manner, the errors which occur in day-to-day tasks need to be identified, collected, reviewed, addressed, and ultimately corrected. The RTMC Shift Supervisors and the RTMC Operations Supervisor are expected to monitor control room operations and provide real-time quality control regarding RTMC operations.

Even with real-time monitoring of events, there may be times when the event is managed incorrectly or data is entered incorrectly. Therefore, a follow-up quality control process has been established. This quality control process has five phases:

- o Event Level Review
- o Spot Check / Summary Review
- o Error Data Input
- o Correction
- o Feedback

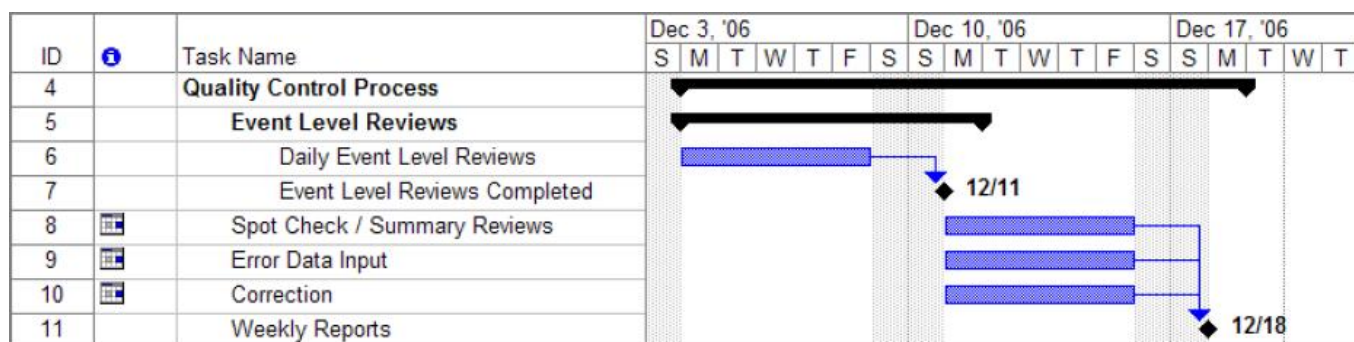
The quality control process shall adhere to the following schedule:

- o The Shift Supervisors shall review the travel lane blockage events from the previous shift. The schedule below provides guidance on event level review responsibilities:

<u>Event Level Reports</u>	<u>Reviewer</u>
AM Shift	PM Shift Supervisor
PM Shift	Midnight Shift Supervisor
Midnight Shift	AM Shift Supervisor

- o The RTMC Shift Supervisors will complete their event level reviews and submit all marked documents from the previous week (week ending Friday's midnight shift) to the RTMC Operations Supervisor by noon on Monday.
- o The RTMC Operations Supervisor will complete the Spot Check / Summary Review, Error Data Input and Correction Phases by Friday following the Monday submission by the RTMC Shift Supervisors.
- o Weekly reports will be completed by the RTMC Operations Supervisor and submitted to the RTMC Operations Manager and FDOT RTMC Manager.
- o The RTMC Operations Supervisor or their designee will schedule bi-weekly meetings with the RTMC Shift Supervisors to complete the feedback phase of the quality control process.

An overall schedule of this process is given below.



12.11.2 Phase 1 – Event Level Review

The RTMC Shift Supervisors shall print Event Chronology Reports for each travel lane blockage event using the following criteria on the Reports Page of the SunGuide Software:

- o Range of events - Select beginning and ending date and select beginning and ending time
- o Incident Type – select “all incident types*”, which includes all incident types except for “Road Work-Scheduled” and “Special Event” event types
- o Travel Lane Blockage – select “any travel lane”.
- o Click on “Event Chronology Report”. The Event Chronology Reports will open in a new window.
- o Print reports

The RTMC Shift Supervisor shall review each Event Chronology report to identify errors, which are separated into eight categories:

- o Data Entry
- o Notifications – Initial
- o Notifications – Follow-up
- o Notifications – Incorrect
- o DMS
- o Incident Alerts
- o Road Ranger
- o Miscellaneous

The following passages provide the descriptions of the errors for the eight different categories.

Data Entry

1. **Event Type:** Selecting incorrect event type. For example, selecting Debris on Roadway, when incident was actually a Disabled Vehicle.
2. **County:** Selecting incorrect county. For example, failing to change the county from Lee to Collier, etc.
3. **Location:** Selecting wrong location. For example, selecting North when the incident is actually South.
4. **Vehicle Information:** Failing to input vehicle description.
5. **Lane Blockage:** Selecting wrong lane blockage. For example, selecting two right lanes instead of three right lanes blocked.
6. **HAZMAT/Fire/Rollover:** Failing to document whether the incident was a HAZMAT, Fire, and/or Rollover.
7. **Injury:** Failing to document injuries.

8. **FHP Incident Number:** Failing to input the corresponding FHP Incident Number.
9. **Connecting Primary/Secondary Incidents:** Incorrectly attaching a Primary Incident to a Secondary Incident.
10. **Comments:** Failing to provide useful comment details.

Notifications – Initial

11. **Agency Name:** Failing to make initial notification or excessive time in making the initial notification to an agency per the procedures given in this document

Notifications – Follow-up

12. **Agency Name:** Failing to notify agencies as the event changes or excessive time in making the follow-up notification to an agency as per the procedures given in this document.

Notifications-Incorrect

13. **Agency Name:** Notifying the wrong agency as per the procedures given in this document.

DMS

14. **Incorrect Message:** Selecting the wrong message. Examples include incorrect location, incorrect lane blockage. Etc.
15. **Incorrect Sign(s):** Selecting the wrong sign(s).
16. **Timeliness:** Failing to post DMS for an incident within 2 minutes from the time the incident becomes “Active”, as well as failing to update and blank the DMS.
17. **Available – But Not Used:** Failing to utilize all applicable DMS for an incident

Incident Alerts

18. **Incorrect Level:** Selecting an incorrect level. For example, the incident is a minor event and the RTMC Operator accidentally sends the message as a Level 3.
19. **Timeliness:** Failing to send message for an incident within 5 minutes from the time the incident becomes “Active”.
20. **Incorrect Message:** Sending out an incorrect incident alert. Examples include failing to update the location of an incident or lane blockage when changes occur, sending an incident alert that contains inaccurate information, etc.
21. **Failure to Clear:** Failing to send a cleared message within 5 minutes from when the travel lanes are opened.

Road Ranger

22. **Dispatch Time:** Failing to dispatch the Road Ranger within 2 minutes of the initial detection or request, or failing to dispatch the Road Ranger within 2 minutes of posting DMS messages if DMS are activated.
23. **Incorrect Use of Void:** Selecting “Void” instead of “Cancel”.
24. **Status at Event:** Failing to update the Road Ranger schedule. For example, failing to place the Road Ranger in a “break” status after breaks. (Note: this requires a review of the Road Ranger Audit Report).
25. **Wrong Truck Number:** Selecting the wrong truck number and failing to cancel in a timely manner.

26. **Activity:** Selecting the wrong activity for a Road Ranger. For example, there was an accident and not selecting MOT Assistance as an activity.

Miscellaneous

27. **Active Time > 2 Minutes:** Failing to document the “Active” time of an incident greater than two minutes. For example, you confirm the incident through CCTV and do not update the “Active” time.
28. **CCTV:** Failing to confirm an incident with a CCTV within range of an incident or failing to utilize CCTVs to update status of an incident.
29. **Event Closure:** Failing to include proper documentation of transitioning an event from “Unresolved” status to “Closed” status.

The RTMC Shift Supervisors shall mark-up the reports identifying any errors and take corrective action. If the event has an unusual scenario, a brief explanation shall be added. The RTMC Shift Supervisors shall note the owner of the event (RTMC Operator name) at the top right of the report. If the event is managed by more than one RTMC Operator, then all RTMC Operators involved with the report shall be noted. Each RTMC Operator will get credited for their respective participation with the event. For example, two RTMC Operators managing one event will yield 0.5 events for RTMC Operator A and 0.5 events RTMC Operator B). This step is used to calculate events managed by a RTMC Operator, and is also referred to as Event Participation.

12.11.3 Phase 2 – Spot Check and Summary Review

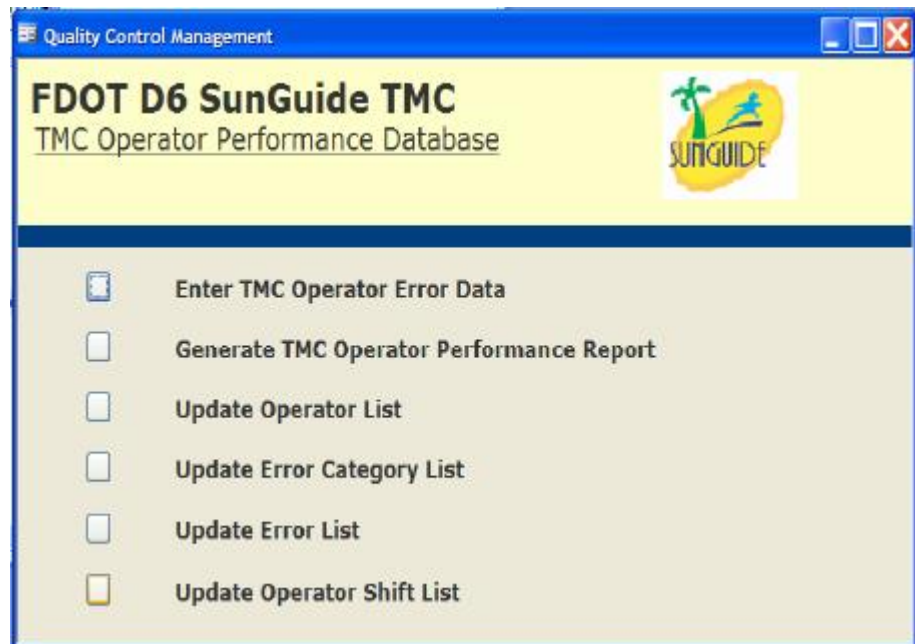
The RTMC Shift Supervisor shall submit the printed/marked Event Chronology reports to the RTMC Operations Supervisor on a daily basis to review. The RTMC Operations Supervisor shall spot check them. On a weekly basis, the RTMC Operations Supervisor shall run the following reports to provide a summary of the overall RTMC operations and look for unusual data:

- o The Event Response report shows how quickly the RTMC responds to an event. Summary tables are at the top of the report, with details for each event below. The RTMC Operations Supervisor shall compare the event type to the event response time, the event duration, the roadway clearance time to determine whether the incident was managed in a correct and timely fashion.
- o The DMS reports depict how the RTMC utilizes the DMS signs to manage the incidents. By evaluating the number of events and messages used, the evaluator can conclude whether the RTMC Operators are using the devices efficiently and effectively.
- o The QA report provides a snapshot view of the missing agency times associated with an agency’s response. The reason for the missing times is primarily a data entry error or not monitoring the event with CCTV.
- o The FHP Request report list event numbers and FHP case numbers entered by RTMC Operator. It is a form to collect FHP CAD data. It provides a quick overview of missing FHP case numbers, which then can be used to cross reference the Event Chronology reports and verify that the Shift Supervisor noted the error on the Event Chronology report. The FHP case number may be missing for travel lane blockage events that are quickly handled by the Road Ranger and there was not request for FHP.
- o The Void Road Rangers reports shows a list of Road Rangers which were incorrectly voided. By analyzing the specific incidents, the evaluator can assess the details and associate the correct activity with the Road Ranger.

12.11.4 Phase 3 – Error Data Input

After the review is conducted, the Shift Supervisor submits the weekly list of errors to the RTMC Operations Supervisor. At this point, the errors are entered into the RTMC Operator Performance Microsoft Access database, a stand alone program, which provides the ability to enter, query, and report specific RTMC trends. The RTMC Operations Supervisor or designee will enter the error data into the database. As the error data is input, the RTMC Operations Supervisor or designee will highlight the marks on the Event Chronology report to document and track that the error data has been entered.

The following provides guidelines for entering data, editing data, and running reports using the RTMC Operator Performance Database. Upon opening the RTMC Operator Performance database, the main form displays six options as shown to the right and described below.



Enter RTMC Operator Error Data:

The RTMC Operator Error Data Entry form provides an interface for entering and editing error data. Please refer to the screen shot below.

For adding new errors:

1. Select the month and date in the calendar and “click” in the “Event” box to set the date and enter the SunGuide Software Event Number.
2. Select an operator from the pull-down menu and “click” the “Add Operator” button. The operator’s name will appear in the “Event Operators” list box. Select all operators associated with the event, even if they don’t have any errors. If an operator is incorrectly added, then “click” on the operator’s name in the “Event Operators” list box to highlight the operator and then “click” on the “Remove Operator” button.
3. Select an operator from the “Event Operators” list box. Select a Shift from the “Shift” pull down menu. Select an error category from the “Category” pull down menu. A list of errors will appear in the “Error Types” list box. Select an error and “click” the “Add Error” button. The “Error Category”, “Error Type”, and “Shift ID” will appear in the “Operator Errors” list box. If an error is incorrectly added, then “click” on the error in the “Operator Errors” list box and “click” the “Remove Error” button.
4. If a comment is associated with the error, then “click” on the error in the “Operator Errors” list box and “click in the “Comments” box. Type text and “click” on the “Update Comment” button.

EventQCDataForm : Form

TMC Operator Error Data Entry Form 5/24/2007 16:26

Apr 2007 Apr 2007

Close

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Date: 11/20/2006

Event: 27992 Change Date

Operator: Add Operator

Event Operators:

Jeffrey Flowers Remove Operator

Category: No Errors Shift:

Error Types: No Errors

Operator Errors:

Category	Error	Shift
DMS	Available: Not Used	0
Miscellaneous	Failure to Notify - Old	0

Comments:

Add Error Remove Error Update Comments

For editing existing events entered into the database:

- o "Click" in the "Event" box and enter the SunGuide Software event number. Then "click" in the "Event Operators" list box and the names of the operators associated with this event will appear. "Click" on the operator's name to have the error data appear.
- o Add and remove errors as described in Step 3 above.
- o Add and remove operators as described in Step 2 above.
- o "Click" on an existing error from the "Event Operators" list box and the existing comment appears. Edit the comment and "click" the "Update Comment" button to save the changes.

General Notes for Error Data Entry:

- o Each RTMC Operator assigned to an event must have a shift associated with it. For RTMC Operators with no errors, select the "No Errors" category and "No Errors" Error Type.

- o A “Shift ID” equal to “0” in the Shift column of the Operators Errors list box indicates no shift has been assigned to the RTMC Operator.
- o Only Operators, Error Categories, and Error Types that are set to “active” will appear on this form.

Generate RTMC Operator Performance Report

The Generate RTMC Operator Performance Report form shall be used to define the report criteria which includes; date range, operator, category and error. The date range is defined by the calendar. After the date is selected in the calendar, “click” in the box under the respective calendar to set the date for the reports. Then select either “All” or a single item from the Operator, Category, and Error pull down menus. Note that the choices in the pull down menu include both “active” and “not active” items. The operator error data in the reports is organized as follows:

Report Selection Criteria

Starting Date: Jan 2007
 Ending Date: Jan 2007

Operator: All
 Category: All
 Error: All

Report Types:

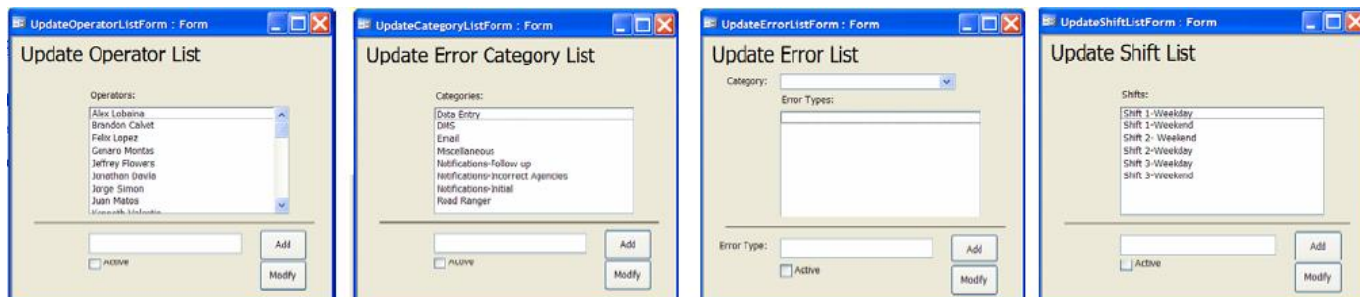
- Event Detail Report
- Shift Detail Report
- Operator Detail Report
- Operator Summary Report
- Operator Errors to Event Ratio Report
- Shift Summary Report
- Shift Errors to Event Ratio Report

- o Event Detail Report – This report sorts all the data by SunGuide Software event number.
- o Shift Detail Report – This report sorts all the data by Shift.
- o Operator Detail Report – This report sorts all the data by Operator, then Category and returns the total number of errors by error type, as well as the total errors for that operator.
- o Operator Summary Report – This report returns the total errors for each operator.
- o Operator Errors to Event Ratio Report – This report returns the total number of errors for each operator, the number of events managed, and the ratio of these totals. If the event is managed by more than one RTMC Operator, both RTMC Operator names are assigned a percentage to note amount of ownership (i.e., 0.5 events managed for RTMC Operator A, 0.5 events managed for RTMC Operator B).
- o Shift Summary Report – This report returns the total number of errors for each Shift.
- o Shift Errors to Event Ratio Report – This returns the total number of errors for each Shift, the number of events managed, and the ratio of these totals. When an event spans more than one Shift, each Shift is assigned 1.0 event. As a result, the total events reported in this report may be higher than in the Shift Summary Report totals. Also, events without a Shift assigned to it are not reported.

Update Lists:

The Update Operator List, Update Error Category List, Update Error List, and Update Shift List are shown below. They all provide the ability to edit an existing item name (e.g. “Alex Lobaina”, “Data Entry”, “Shift 1 – Weekday”) and add new items. The Update Error List form requires a Category to be selected before entering a new “Error Type”. The items can not be deleted from these forms. Each item to be displayed in the RTMC Operator Error Data Entry form must be

set to “active”. The RTMC Operations Supervisor shall print weekly and monthly reports and will review the quantity and nature of the errors with the RTMC Shift Supervisors, RTMC Operations Manager, and FDOT RTMC Project Manager.



12.11.5 Phase 4 – Correction

Most of the data entry errors are correctable. They can be corrected by using the Audit menu item located in SunGuide Software and by reopening events to correct the data. The following is a list of errors that are correctable and the utility used to correct the error:

Data Entry

- o Event Type: Reopening of event
- o County: Reopening of event location: Audit
- o Vehicle Information: Audit
- o Lane Blockage: Audit
- o Injury: Reopening of event
- o HAZMAT/Fire/Rollover: Reopening of event
- o FHP Incident Number: Reopening of event
- o Connecting Primary/Secondary Incidents: Reopening of event
- o CCTV: Reopening of event.

Road Ranger

- o Dispatch Time: Audit
- o Incorrect Use of Void: Audit
- o Status at Event: Audit
- o Wrong Truck Number: Audit
- o Activity: Audit

Miscellaneous

- o Active Time > 2 Minutes: Audit

12.11.6 Phase 5 - Feedback

After the review is conducted by the RTMC Operations Supervisor, the data errors entered in the RTMC Operator Performance database. The RTMC Operations Supervisor shall print the available reports through the RTMC Operator Performance Database and discuss the results with the RTMC Shift Supervisors and the RTMC Operations Manager in preparation of the bi-weekly RTMC Shift Supervisor meetings. This meeting includes a review of all of the RTMC Operator error levels and QC error trends. A QC error trend is considered to be a consistent number of errors which occur in the same category and a specific error type across multiple RTMC operators. At these meetings, the RTMC Operations Supervisor and the RTMC Operations Manager shall provide guidance to the Shift Supervisors in addressing the errors with the RTMC operators.

After the initial feedback session is conducted with the RTMC Shift Supervisors, the RTMC Operations Supervisor provides a list of incident reports which they would like the RTMC Shift Supervisors to review and address with the individual RTMC operators that generated the errors. Trends will be identified by RTMC Operations Supervisor and recommendations in the areas of additional training or software improvements will be presented to the RTMC Operations Manager and the RTMC IT Manager, if appropriate. These results will also be one of the factors used to determine the “Operator of the Quarter” program winner.

The operational accuracy percentages for the SWIFT SunGuide Center and the individual operators will be displayed in the control room.

12.12 Staff Meetings

Staff meetings will be conducted as required, but will occur at least quarterly to keep the operational and administrative staff informed regarding activities at the RTMC and within the FDOT ITS program. It is expected that this meeting will be conducted on a weekday during the middle of the day when the FDOT RTMC Project Manager, RTMC Operations Manager, RTMC Operations Supervisor, and at least two of the RTMC Shift Supervisors are present. It will be the responsibility of the RTMC Operations Manager to brief any RTMC Shift Supervisors that are not present of any changes in operational procedure or procedures. The RTMC Shift Supervisors and/or the RTMC Operations Supervisor are responsible for briefing operators on changes. These supervisors will not conduct a formal meeting to do this, but should cover the information during the first available downtime period following the staff meeting. Agenda items and meeting minutes will be recorded and tracked for suggestions, changes, or action items that need to be investigated, documented, or applied.

12.13 Generator Test and Error Tracking

The electrical generator automatically activates for approximately 15 minutes every **Tuesday morning at 1000 hours**. During this weekly test, the generator provides power to the RTMC building exactly like it would if there was a power failure.

The RTMC Shift Supervisor must immediately go to the back room and check the UPS for abnormalities when the weekly generator test begins. The RTMC Shift Supervisor must then record the start time, end time, and the time that the UPS was checked in the "Field Equipment and Internal Systems" Microsoft Access data entry database. The RTMC Shift Supervisor will also note that this task was completed on the "Daily RTMC Supervisor Checklist" that is given to the ITMS Operations Manager.

Any abnormalities or problems should be treated as an emergency. The RTMC Shift Supervisor must notify the RTMC Operations Director and the FDOT RTMC Manager immediately. If no contact is made with these individuals, the RTMC Shift Supervisor must attempt to notify the RTMC IT Manager and the FDOT RTMC and Contract Manager until contact is made.

Testing and maintenance activities will be performed by FDOT and recorded in the maintenance software for record keeping and reporting. Maintenance will be conducted under warranty and then included in the monthly generator maintenance contract. The fuel supply readings and the generator hardware will also be handled by FDOT.

Training in the operation and troubleshooting of the generator may be provided by FDOT in the future. The user and training manuals will be stored in the control room for easy access, in case the documents are needed to support operations.

13 Abengoa Corporate Directory

The Abengoa corporate directory is the official directory of all Abengoa companies, including Telvent Farradyne. This application functions as well as a database in order to feed any application developed in Lotus Notes, such as Cabinet, Travel Agency, Maintenance, etc. This application will be installed on all Telvent Farradyne computers.

If you have any questions or problems, you may submit a request to the SOS Helpdesk at <http://sos.abengoa.com/>.

13.1 Data contained in the Corporate Directory

The information contained in the corporate directory includes the following:

Personal details:

- o Surnames
- o Name
- o Company
- o Workplace
- o Division, Department, business Unit
- o e - mail
- o Telephones
- o Situated in Valgrande (just visible if the Workplace is Valgrande and edited)
- o Situation

Available actions to be carried out by the editors:

- o To pass to a Definitive State
- o Modify Situation
- o Request data correction
- o Notify
- o Edit Document
- o Delete Document
- o Recover Document

About the company:

- o Company
- o Place
- o Address
- o Locality
- o Postcode
- o Telephone
- o Fax
- o E-mail
- o Cif

13.2 Views in the Corporate Directory

The existing views are:

- o **My Telephones:** displays the Telephone Extensions ordered by Surnames, those included in the file My Telephones. On screen are shown: Surnames, Name, Telephone, Telephone Extension, Mobile Telephone, Mobile Extension, and Company.

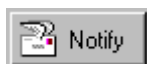
- o **Surnames:** displays the Telephone Extensions ordered by Surnames. On screen are shown: Surnames, Name, Telephone, Telephone Extension, Mobile Telephone, Mobile Extension, and Company.
- o **Companies:** displays the Telephone Extensions categorized by Company and Department, ordered by Surnames. On screen are shown: Surnames, Name, Telephone Extension, Mobile Extension, and Workplace.
- o **Workplace:** displays the Telephone Extensions categorized by Workplace and ordered by Surnames. On screen are shown: Workplace, Surnames, Name, Telephone, Telephone Extension, Mobile Telephone, and Mobile Extension.
- o **Company's Data:** displays the Data of the Companies categorized by Company and ordered by Workplace. On screen are shown: Workplace, Telephone, Fax, and E-mail.
- o **Labels:** allow to print the companies' data in a label.

In the option Administrator the existing views are:

- o **Surnames:** displays the Telephone Extensions ordered by pending Surnames and definitive. On screen are shown: Surnames, LN Name, Gesper Name, State, Telephone, Telephone Extension, Mobile Extension, and Company.
- o **Pending Enrolments:** shows the Telephone Extensions ordered by Surnames pending to pass to a definitive state. On screen are shown: Surnames, Name, Telephone Extension, Mobile Extension, and Company Extension.
- o **Cabinet's Composition:** displays the telephone extensions of Cabinet categorized by Cabinet and ordered by Surnames. On screen are shown: Surnames, Names, Situation, Telephone Extension, Mobile Extension, Department, and Workplace.
- o **Cabinets by Surnames:** displays the Telephone Extensions which belong to Cabinet ordered by Surnames. On screen are shown: Surnames, Name, Situation, Telephone, Telephone Extension, and Mobile Telephone Extension.
- o **Documents to delete:** displays the documents marked to be deleted and ordered by type of form.

13.3 Actions

Action



Description

By means of this action the Telephone Extension is notified.

Enrolment for + Name

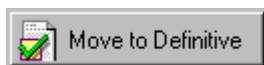
It has been enrolled a new extension in the corporate Directory.

Link to the Extension in the Corporate Directory->

Link to + Name + in the Address Book ->

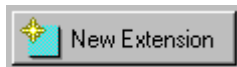
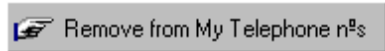
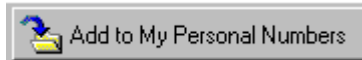
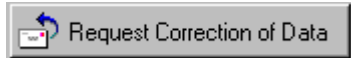
Link to the Functional Planning Unit found in the FPU ->

It will send a mail to the Application Administrator (Configuration Document), Abengoa Address Book Administrator (Configuration Document), and Company Editors (internal table) authorized to modify the FPU corresponding to the EOF.



Pass to definitive a pending telephone extension, visible in the Administrator Menu Option \ Pending Enrolments

Action



Description

Modify the situation (in office, travelling, holidays, etc.) indicating the way of contact and the date of departure/ return, in case that the person is Travelling or on Holidays.

It generates a mail to the Administrator Application (Configuration Document), Abengoa Address Book Administrator (Configuration Document), and Company Editors (internal table) authorized to modify the corresponding FPO in the EOF indicating what type of correction is requested.

Includes the selected Telephone Extensions in My Telephones file.

Deletes the selected Telephone extensions in My Telephones file.

It prints the labels using the company data (Company Name, address, postcode and town). This option is available in the view Labels.

When pressing the button, prints the labels of the companies filtered by Company Code (From Company – Till Company), Locality and Workplace.

It modifies the Planning Unit of the selected extensions.

Modifies the workplace of the selected extensions.

Updates the extension and the Cabinet telephones of the selected extensions.

Creates a new telephone extension.

13.4 How to access Listin Corporativo

To access the database, use the "Listin Corporativo" shortcut on your Lotus Notes Workspace.

If you do not have a shortcut on your Workspace:

1. In Lotus Notes click on "File -> Database -> Open..."
2. In the Server field, select either:
 "Rockville/Telvent/Abengoa" if you work in Rockville office, or
 "Calgary/Telvent/Abengoa" if you work outside the Rockville office
3. In the Database field, scroll down and highlight "Listin Corporativo"
4. Click the "Open" button

13.5 Locating Information

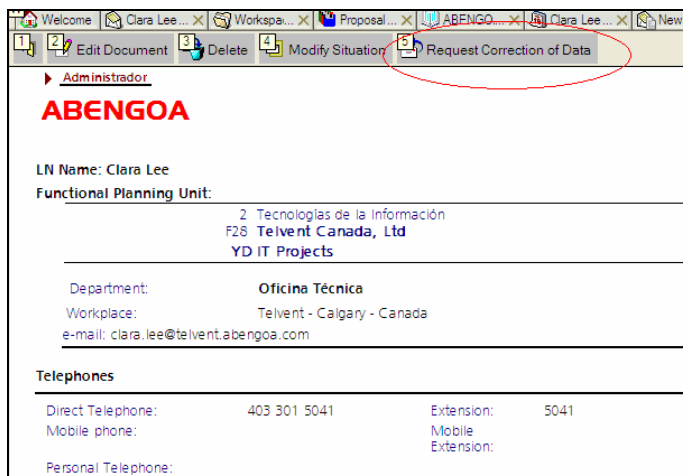
There are a number of different views available in the database to make it easy to find the information you are looking for:



To search for your name, open the "Surname" view and type the first few letters of your last name. Once you find your name, double-click on it to open your record.

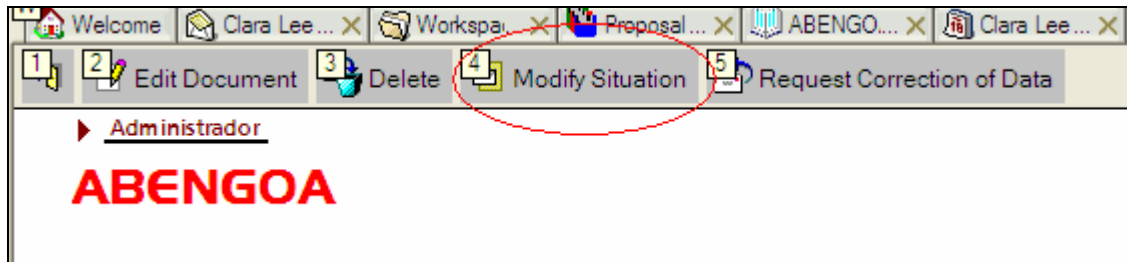
If your contact information is not correct, click on the "Request Correction of Data" button. An email box will appear, and you can enter a message to request changes to your information in Listin Corporativo. The email will be sent to the group responsible for updating the data (ContTelefonos). It is an international database, so please remember to include the country code (+1) in your phone number, e.g. +1 403 253-8848.

Everyone is responsible for updating their own information, so please be sure to update the database whenever your contact information changes.



13.6 Out of Office

Listin Corporativo also has the ability to track your situation (e.g. in office, traveling, vacation, etc). You can update your situation in LC so that your co-workers can see if are out of the office. To do this, simply click on the "Modify Situation" button and then enter the appropriate information.



14 Emergency Contact Information

14.1 FDOT District 1 Staff – RTMC Operations

Routine and emergency contact information for FDOT District 1 SunGuide Southwest RTMC staff and project employees:

Title	Name	Home Phone	Cell Phone	Work	Other Contact
FDOT D1 Operations Contract Manager	Katherine Duvall			863-519-2726	800-292-3368
FDOT D1 RTMC Manager	Carlos Bonilla		863-797-6613	239-461-4338	
FDOT D1 ITS Program Manager	Chris Birosak			863-519-2507	
FDOT D1 ITS Senior Project Manager	Mark Roberts			863-519-2591	
RTMC Contract Manager	Aaron Parets		954-292-0681	954-714-9227	
RTMC Operations Advisor	Kevin Toth ID: 159*507527*1		561-662-8799	561-682-3353	
RTMC Operations Manager	John Scarpellino ID: 158*24*35231	561-433-3425	954-214-9629		
RTMC Operations Supervisor					
Shift Supervisor #1 (AM)					
Shift Supervisor #2 (PM)					
Shift Supervisor #3 (Midnight)					
Shift Supervisor #4 (PM/Midnight)					
Shift Supervisor #5 (Part-Time)					
Full Time Operator #1					
Full Time Operator #2					
Full Time Operator #3					

Title	Name	Home Phone	Cell Phone	Work	Other Contact
Full Time Operator #4					
Full Time Operator #5					
Part Time Operator #1					
Part Time Operator #2					
Part Time Temporary Operator #1					
Part Time Temporary Operator #2					
RTMC Administrative Assistant					
RTMC Office Manager					
Telvent – Administrative Assistant	Sylvia Myint	305-331-4144		954-714-2381	
Telvent – Assistant Administrative Assistant	Mark Bryan	N/A	N/A	954-714-8081	
RTMC – Telvent Systems Engineer	David Alladin	N/A	240-506-0760	301-816-1841	
RTMC IT Manager	Jesus Martinez			210-684-5111	
RTMC IT Technician	Hector Iruegas				
FDOT D1 – PIO <i>Collier, Lee, & Charlotte Counties</i>	Debbie Tower & JoAnn May		Off Hours & Holidays 863-608-3162	941-461-4300 SC 741-4300	Fax #: 941-461-4300 SC 748-2353
FDOT D1 – PIO <i>Sarasota & Manatee Counties</i>	Cindy Clemmons-Adente & Lauren Hatchell		Off Hours & Holidays: Cindy Clemmons-Adente 863-640-1368	863-519-2362 SC 557-2362 Toll Free: 800-292-3368	Fax #: 863-534-7265 SC549-7265
FDOT D1 Construction PIO	David Parks Global 5		239-273-4969	239-313-4090 Main 239-313-4311	Fax #: 239-313-4099

Last Update: 6/17/2008

14.2 FDOT District 1 Staff - Field and Internal Equipment Maintenance

The routine and emergency contact information for field equipment maintenance and internal systems maintenance staff is given below. FDOT provides the RTMC equipment, furnishings, video monitors, workstations, consoles, chairs, tables, office supplies, and utilities (air conditioning, lighting, electrical power, etc.).

Agency	Number	Preferred Method	Remarks
SwRI – Field Technicians			
MVP Marketing M. Victoria Pennington	904-519-9478	Telephone	Website Maintenance Fax: 904-538-0253
Global 5 Communications		Telephone	Marketing and Public Outreach
Transcore David Lewis	Cell: 813-299-3268	Telephone	ITS Field Device Maintenance Fax: 813-249-9084 Main: 813-249-9057, x112
Precision Contracting Services, Inc. Michael Cogswell	Cell: 910-237-0496	Telephone	Fiber Optic Cable Support Fax: 910-323-0323 Main: 910-323-0331
Barco Visual Solutions	770-218-3200		Kennesaw, GA 30144
Nextel – Cell Phone Repair D&E Communications			
Nextel – Cell Phone Service			
Certified Communications – Internal Telephone System			
Embarq			
Alarm Company (ADT)	800-ADT-ASAP	Telephone	
ADT Cards	800-238-2455	Telephone	Cust #: 0130... Tech Assistance: Tier II Aurora CO
Building Electrician – FDOT Facilities Management			
Generator Electricians			
Generator Warranty Electricians			
Florida Power & Light			Meter#: 6LL5921 Suite 100

HVAC Service #1			FDOT
HVAC Service #2			Smith AC
Janitorial Service			The Dan Whitaker Companies
Plumber			FDOT
Copy Machine Sales Rep Lauren Ruda			Lanier Worldwide, Inc.
Maizner & Franklin			Interior/Exterior Decorator
Maptuit			E-Services, Regional Website w/Map
RTMC Exterminator			FDOT
FHP Radio Repair			

Last Update: 6/17/2008

14.3 Road Ranger Staff

Routine and emergency contact information for local, regional, and statewide Road Ranger contractors.

(For additional information on the roles and functions of these agencies, please refer to the "[Road Ranger Roles and Responsibilities](#)" section of this document.)

Agency	Number	Preferred Method	Remarks
Don Olsen – FDOT District 1 Road Ranger Project Manager	863-519-2274	Telephone	
Road Rangers – Main Office FDOT District 1 Contractor Name		Primary: Motorola Radio Backup: Nextel Two-Way	Collier, Lee, Charlotte, Sarasota, and Manatee Counties
Road Rangers – Main Office FDOT District 4 Sunshine Towing	954-797-0407	Telephone	Palm Beach and Broward County
Road Rangers – Main Office FDOT District 6 Sunshine Towing	305-665-6006	Telephone	Dade County
Road Ranger – AM Supervisor			
Road Ranger – PM Supervisor			
Road Ranger –			

Midnight Supervisor			
Road Ranger – D1 RTMC Truck #1	Cell #	Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #2		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #3		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #4		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #5		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #6		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #7		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #11		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #12		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #13		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #14		Motorola Radio	Backup Method: Nextel Two-Way
Road Ranger – D1 RTMC Truck #15		Motorola Radio	Backup Method: Nextel Two-Way

Last Update: 9/14/2007

14.4 Incident Responders and Partner Agencies – District 1

Routine and emergency contact information for local, regional, and statewide partner agencies and incident response agencies.

Agency	Number	Preferred Method	Remarks
Animal Care & Control Division...			
Traffic Engineering...			
FDOT D1 Maintenance – Collier County M-F 7:00 a.m. – 5:30 p.m.			
FDOT D1 Maintenance – Collier County After Hours			
FHP – Emergency	911	Telephone	
FHP – Troop K			
FHP – Lt. Billy Rippy	239-278-7391	Telephone	
FHP Communications – Capt. Terry Davis	239-938-1815	Telephone	
FHP Radio Repair			
MCCO – Main			
MCCO – Capt. Troy Thompson		Telephone	
MCCO – Lt. R.G. “Chick” Richards	239-938-1120	Telephone	
Fire Rescue – Non Emergency	See Listings	See Listings	
Metro Networks			
Collier County EOC			
Collier County Traffic Engineering		Telephone	
Southwest Florida International Airport			

Last Update: 9/14/2007

14.5 Incident Responders and Partner Agencies – Other Districts

Routine and emergency contact information for local, regional, and statewide partner agencies and incident response agencies.

Agency	Number	Preferred Method	Remarks
FDOT District 2 SunGuide RTMC 2198 Edison Avenue Jacksonville, FL 32204	904-301-3700, x122	Telephone	Main: 904-360-5465
FDOT District 3 SunGuide RTMC	TBD	TBD	RTMC currently being built. Gabriel Manendez, PE, COT Work: 850-891-8509
FDOT District 4 – Smart SunGuide TMC	158*940*71 954-847-2775	Direct Connect	
FDOT District 4 – Palm Beach ITMS TMC	561-682-3366	Telephone	Main: 561-682-3350
FDOT District 5 SunGuide RTMC 133 South Semoran Boulevard Orlando, FL 32807	407-736-1900	Telephone	Nextel ID: 158*42*1640 Fax: 407-736-1918 E-mail: 511@cfl.rr.com Eddie Grant, RTMC Manager Work: 407-736-1906
FDOT District 6 SunGuide RTMC 1000 NW 11 th Ave Miami, FL 33172	305-470-5830	Telephone	Nextel ID: 880*30849 Main: 305-470-5757 Fax: 305-470-6969
Miami-Dade Expressway Authority 1000 NW 11 th Ave Miami, FL 33172	<i>(Same as the FDOT D6 SunGuide RTMC)</i>	Telephone	Collocated with the FDOT District 6 SunGuide RTMC.
FDOT District 7 SunGuide RTMC 11201 North McKinley Drive Tampa, FL 33612	813-615-8660	Telephone	Main: 813-615-8600 Fax: 813-975-6278
Florida's Turnpike TMC – Pompano	954-914-3442 954-914-9308	Telephone	
Florida's Turnpike TMC – Turkey Lake	407-264-3363 – Ops 1 407-264-3364 – Ops 2	Telephone	407-264-3367 – Ops 3 407-264-3395 – Sup.

Southeast Region 511	158*880*11	Direct Connect	
Statewide 511			
FDOT District 7 – Public Information Office	813-975-6060	Telephone	Fax: 813-975-6738 Toll Free: 800-226-7220
FDOT District 4 – Public Information Officer	954-249-4521	Cell	Barbara Kelleher
FDOT District 4 – Construction Public Information Officer	561-802-9912	Telephone	Christie Klammer
Palm Beach Construction – Public Information Officer	561-805-7550, x1130	Telephone	Meredith Rapp Cell: 561-662-2940 Fax: 561-805-7547
FHP Troop L – Lantana			FDOT District 4 and Okeechobee County
FHP Troop K – Florida's Turnpike			
FHP Troop C – Florida's Turnpike			FDOT District 7
FHP Troop E – Florida's Turnpike			FDOT District 6
Fire Rescue – Non Emergency	See Listings	See Listings	
Animal Care & Control Division – Palm Beach Co.	561-233-1200	Telephone	
Boca Raton Traffic Engineering	561-416-3855	Telephone	561-239-1309 After Hours
Palm Beach County Traffic Engineering	561-310-6274	Telephone	
FDOT District 4 West Palm Beach	561-432-4966	Telephone	M. Atkins: x1126

Maintenance – 7:00 a.m. – 5:30 p.m.			L. Bauer: x1205 Paul B.: X1125
FDOT District 4 West Palm Beach Maintenance – After Hours	561-712-6400 561-712-6428	Telephone	EOC is point of contact
Palm Beach EOC	561-712-6400 561-712-6428	Telephone	
Palm Beach International Airport	561-471-7467	Telephone	Lisa DeLaRionda 561-308-4022

Last Update: 6/2/2008

15 FHP and FDOT – Joint Project Agreement

The Joint Project Agreement (JPA) is an agreement between FHP and FDOT that addresses the contract requirements concerning the collocation of the two agencies at the SWIFT SunGuide Center.

One part of the Joint Project Agreement requires specific information to be included in the SWIFT SunGuide SOG document. This information is as follows.

1. FHP and FDOT shall draft a joint Standard Operating Guidelines for the RTMC prior to FHP occupying the Facility.
2. The final version of the Standard Operating Guidelines shall be completed prior to FHP'S occupation of the Facility.
3. The Standard Operating Guidelines may be modified upon written consent of both parties.
4. FHP and FDOT shall conduct themselves in accordance with the SOG at all times.
5. The Facility shall be occupied by FDOT and FHP staff thus requiring a clear understanding of the operating guidelines of each party. The SOG for the Facility shall be established to include the following elements:
 - a. Specify the personnel from each agency that may be given access to the Facility
 - b. Identify roles of personnel working within the RTMC.
 - c. Specifies which agency has exclusive or primary responsibility for certain actions necessary for transportation and emergency operations and management, and relevant supporting roles.
 - d. Establish detailed guidelines for personnel to manage and/or respond to incidents and events as they occur.
 - e. Establish detailed guidelines for a disaster recovery plan.
 - f. Clearly delineate the roles, responsibilities, and access of other parties sharing in the operation of the Facility.

Items 1-4, 5a, 5b, and 5f in the table above are all addressed with the creation and within the content of this document.

Item 5c is addressed throughout the SWIFT SunGuide Center SOP document. Some sections that contain relevant information include: Section 12 – Road Ranger Procedures, Sections 14 to 20 that discuss Incident Management, Sections 21 to 26 that discuss various event and equipment procedures, Sections 28 to 31 that describe the Disaster Recovery Plan and Hurricane/Severe Weather procedures, etc.

Item 5d is addressed throughout Sections 14 to 20 in the SWIFT SunGuide Center SOP document.

Item 5e is addressed throughout Sections 28 to 31 in the SWIFT SunGuide Center SOP document.

Please note that FHP will follow the Disaster Response Plans that are given in their internal documents. The procedures referenced in this document that are contained in the SWIFT SunGuide Center SOP were developed in cooperation with FHP and will be followed by the SWIFT SunGuide staff.

15.1 Fiber Optic Cable Connection – I-75 and Bayshore

As part of the JPA, FDOT will provide FHP with a fiber optic connection to the SR 78 (Bayshore) tower for their communications. The following responsibilities apply.

- o FHP, at its own expense, shall maintain its communications equipment on the Bayshore tower.
- o FHP, at its own expense, shall maintain the fiber connection up to a demarcation point adjacent to the tower.
- o FDOT, at its own expense, shall maintain the fiber connection from the RTMC, along the I-75 corridor, to the FHP fiber demarcation point.

(Insert a copy of the plans sheet that shows the demarcation points here.)

(Insert verbiage that explains the connections in the plans sheet above.)

16 List of Acronyms

API	Application Programmer Interface
ATIS	Advanced Traveler Information System
AVL	Automatic Vehicle Locating
CEI	<i>Construction Engineering and Inspection</i>
CAT	Collier Area Transit
CCTV	Closed Circuit Television
CMS	Changeable Message Sign
CSU	Channel Service Unit
D1	FDOT District 1 (Collier, Lee, Charlotte, Sarasota, and Manatee Counties)
D2	FDOT District 2 (Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, and Union Counties)
D3	FDOT District 3 (Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington Counties)
D4	FDOT District 4 (Broward, Palm Beach, Martin, St. Lucie, Indian River Counties)
D5	FDOT District 5 (Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter, and Volusia Counties)
D6	FDOT District 6 (Miami-Dade and Monroe Counties)
D7	FDOT District 7 (Citrus, Hernando, Hillsborough, Pasco, and Pinellas Counties)
DEP	Department of Environmental Protection
DHS	Department of Homeland Security
DMS	Dynamic Message Signs
DSU	Digital Service Unit
EAP	Employee Assistance Program
EMS	Emergency Medical Service
EOC	Emergency Operations Center
FCC	Federal Communications Commission
FDLE	Florida Department of Law Enforcement
FDOT	Florida Department of Transportation
FHP	Florida Highway Patrol
FMLA	Family Medical Leave Act
FPL	Florida Power and Light
FUSION	Florida's Uniform Statewide Integrated Operations Network
FWC	Fish and Wildlife Commission
GUI	Graphical User Interface
HAR	Highway Advisory Radio
HazMat	Hazardous Materials
HIPPA	Health Insurance Portability and Accountability Act
HVAC	Heating, Ventilation, and Air Conditioning
IT	Information Technology
ITMS	Interim Traffic Management System

ITS	Intelligent Transportation Systems
IVR	Interactive Voice Response
IXC	Inter-Exchange Characters
JPA	Joint Project Agreement
JTF	Joint Task Force
Kbps	Kilobits per second
LAN	Local Area Network
LeeTran	Lee County Transit
LWRCC	Lake Worth Regional Communications Center (FHP – Troop L)
Mbps	Megabits per second
MCAT	Manatee County Area Transit
MCCO	Office of Motor Carrier Compliance
MDX	Miami-Dade Expressway Authority
MIST®	Management Information System for Transportation
MOT	Maintenance of Traffic
MPO	Metropolitan Planning Organization
MS	Microsoft (i.e. MS Access)
MTBF	Mean Time Between Failures
<i>PBSO</i>	<i>Palm Beach Sheriff's Office</i>
PGD	Charlotte County Airport
PIN	Personal Identification Number
PIO	Public Information Officer
PSAP	Public Safety Answering Point
PTZ	Pan / Tilt / Zoom
RFP	Request for Proposal
RTMC	Regional Transportation Management Center
RWIS	Roadway Weather Information System
SCAT	Sarasota County Area Transit
SDK	Software Development Kit
SEFRTOC	South East Florida's Regional TMC Operations Committee
SEMP	Systems Engineering Management Plan
SIRV	Severe Incident Response Vehicle
SLERS	Statewide Law Enforcement Radio System
SOG	Standard Operating Guidelines
SRD	Strategic Resource Development Department
SRQ	Sarasota/Bradenton International Airport
SunGuide	Florida's ITS Program
TIM	Traffic Incident Management Team
TMC	Transportation Management Center
UPS	Uninterruptible Power Supply
WAN	Wide Area Network
WMD	Weapon(s) of Mass Destruction